Contact

10 Amber Close
RG6 7ED, Earley, Reading
Email: harikumarn@yahoo.com
Phone: 07931976096

Accomplishments

- **Microsoft Certifications/Affiliations – MCP, MCTS, MCPD, MCTEM, MCNPS, SA**
- **Prince2** Foundation certification in project management
- **ITIL** Foundation certification in Service management
- **Microsoft Azure Data Scientist (Associate)**
- **Microsoft (Cloud, Azure, ERP) Office 365 Identity and Services.**
- **Microsoft (Cloud, Azure, ERP) Office 365 Mobility and Security.**
- Microsoft Professional certification in **SharePoint 2013 – Advanced and Core**
- Microsoft Professional certification in **Designing and Developing Microsoft SharePoint 2010 Applications**.
- **SharePoint 2010 Advanced System** Design, Development and Administration.
- Microsoft Professional certification in **Business Intelligence (BI- SSRS, SSAS, SSIS) in SQL 2012 and SharePoint 2013**
- Certified Course in **Oracle 7.x/D2K/VB/Windows/M.S.RAD tools**
- Brain Bench Certified Programmer VB, ASP
- Fire safety and awareness training

Verticals

Technology, Energy, Finance, Logistics, Education, Banking, Engineering, Real Estate, Retail, legal, Telecom, Insurance, Online, Manufacturing, Not-for-Profit, Health, Government-local, consumer, Defence & Aerospace and transportation.

Technical Skills

Technical-Management professional, Digital transformation/Migration, Collaboration, Microsoft stack (SME - Office/ERP suite and RAD suite)/ **SharePoint / Office365 (Expert/SME** -full stack - on-premise, cloud (public/private) and hybrid) ,**Dynamics** (CRM/Plugins/MSL) on-premise & 365)/**Azure** - *Full Stack* – (Ranging from Classic (IDE) to Cutting Edge and Hybrid), **DotNet (SME** - *All Versions including Dotnet Core*), **SDLC/ALM**, **CI/CD, Docker, DevOps**, SOAP/REST/API/SOA/ WCF/Web Services, SOLID, DRY, **SQL-DBA** /ETL, Middleware-BizTalk Server, SCCM/InTune/Operation Management Suite – OMS, Open Source, SQL Management and Operation Studio**, Azure ATA and Microsoft ATA. Windows - All versions, Windows Server – All versions,** Mac, UNIX and Linux. TCP/IP, SPX/IPX, LDAP, MSMQ, SOAP, WAP, HTTP, SSL, LAN, VPN, REMOTE ACCESS, Virtualization, Oracle VMWARE, HYPER-V for business and RDP.

Professional summary

❖ I am a Microsoft Technology Professional, consultant and ENT (& ERP) Solution Architect (*collaboration, transformation, automation, design & development, build, test and delivery using best practices to define 'People, Organisation, Process, Data, Risks & mitigation, Information and Technology'*)' with management experience in large spectrum, reflecting strong leadership, positive attitude and hands-on experience spread over 22+ years in delivering 'End-To-End' Enterprise Solution(s) in MS Stack (classic/.Net/Core), SharePoint, Office 365, Dynamics (Nav/0365 – CRM/MSL/plug-ins), 'BI & DBA', 'Integration, Migration (**classic-to-digital),** digital transformation & Deployment' and Azure ecosystem.

❖ Expert in **concepts of end-to-end planning, 'ENT/Solution design & development', project execution, migration/transition - (classic-to-digital), Integration, hosting** and **implementation from scope management**, to activity sequencing, effort & cost estimation, risk analysis, business continuity, quality management in adherence to guidelines both in letter and spirit having proven ability to **plan**, **strategize** and **implement solutions**, **troubleshoot** and resolve issues in a professional manner.

❖ Comprehensive experience in **leading teams** & **multiple projects** and **motivating large workforces** for delivering beyond customer expectations - proven skills in administering teams to work in sync with the corporate set parameters & motivating them for achieving business aspirations, organization, quality, team and individual goals.

❖ My **personal strengths** are: being a self-starter, taking initiative and drive, bringing commitment and focus, good attitude, detail oriented, work stream management, team player, ability to learn, people development, excellent verbal and written communication skills, mature personality and professional outlook.

❖ Proven track record of **SDLC/ALM Planning & Delivery Management** in **highly complex environment** that includes high volume transaction & intelligent systems.

Professional and Engineering Experience

Employer (Current): Business-Agility Group Ltd, Microsoft Gold Partner
March 2012 – Till date: **Principal IT Consultant**
Business Agility is a Gold Certified Partner (part of *G-Cloud 11 Framework*) and a professional service providing company who has a strong history of successfully designing and delivering complex, multi-targeted, mobile, digital transformation, cutting-edge enterprise-class projects and end-to-end solutions to **FTSE clients**. Business Agility focuses on design and delivery using Microsoft product stack, RAD tools, SharePoint (All versions), office 365, DotNet stack, Azure, Dynamics, BI (Business Intelligence), DBA and related back office products. Business Agility's Support system is fully capable to handle multiple customers in parallel.

Contribution:

➢ **Overall responsibility** to define (*Act as SME & TDA for Classic/Digital Transformation, Migration and ERP*), execute and manage. **Delivering 'End-to-End' Enterprise** business critical solution in MS Stack (.Net/Core/Classic), SharePoint, Office 365, SQL DBA/BI, Cloud, Dynamics and Azure (SaaS, PaaS & IaaS) landscape.

➢ **ERP Platform** capacity planning, gap analysis, installation, administration, execution & management, migration, infrastructure build, solution (Design & development) build, deployment & hosting, Security governance & compliance, maintenance, performance tuning, integration with third party software's and support including 'training & knowledge transfer'.

➢ **Tenant-to-Tenant Enterprise system/application migration/transition (***Hybrid/On-Premise/Cloud***)**, Azure, Exchange/AD, SSL, ADFS/Federation, AD Connect, AD Sync/Proxy/Agent, SSO, ERP Application/exchange migration & provisioning, Disaster Recovery (DR), VPN, deployment and support, MDM/MAM/SCCM/InTune, Security enablement (Compliance/Labelling strategy, MFA/Conditional Access Policies, Identity Management, DLP, Azure/windows ATP, retention) coupled with Office 365/Win10 rollout & execution, Skyp4Business/Teams enablement, automation and other Cloud/O365 Apps & services.

➢ **Tenant-to-Tenant exchange and email migration, implement security governance (**via RMS, DLP and retention labels**), unified communication strategy (**MS Teams, external user access rights and channel management**) and 'escalation & notification' system implementation via O365 App's, SP Designer, FLOW, Azure and associated frameworks.**

- Email/User migration ranging from *20- to–5000+* using best practices and hybrid strategy.
- External vendor/ISP and user collocation for unified communication/security strategy
- EMS, MDM, RMS, DLP and Compliance strategy to enable device management and security governance. Custom app strategy and custom development using M.S Stack, cross-platform tools and Open Source frameworks.

Project and Service Management Methodologies

Waterfall, Agile, Scrum, Prince2, ITIL, TOGAF, JIRA, MSTS, SVN-Subversion, MS Project, MS Visio, MS Office (all versions), Code -reviews, Appraisal, KPI's, Training, MS Social Engagement Platform, Power BI, Azure Analysis. Support for RFP/RFI, Pre/Post-Sales, Resource planning, Pre-Sales, Client Engagement, End-to-End Scoping, Planning and Delivery.

Networking, Hardware and Administration

Installation of Operating systems, server systems, Domain systems setup & execution, exchange server, database server, Virtual server, setting up LAN and administrating WAN, VPN, VLAN, Active Directory Administration, Backup Administration, Fire wall configuration, Hosting & deployment platform setup and execution, ISP & DNS management, network user profiling, File security administration, Finance/HR software deployment & management, DHCP setup and forest preparation, SCCM, Windows Intune, Windows 10 deployment, M.S. NLB, Clustering, administration, vendor management and customer management.

Technology upgrade/training

Regularly conduct training sessions to all my team members (Certified/(non) developers) with up-to-date technology and the implementation techniques using worked out examples, information on architecture building, upgrades required, software's, license models, tools to be used and implemented.

Technology (Processes/Policies) Standardization

Complete responsibility to make sure all the works and software technology upgrades to the specific standards and company policies. I have extensive knowledge and experience in Design patterns, W3C design patterns, Accessibility & Design patterns and Software Technology Standards. On a certain specific frequency conduct checks on technical competencies to ensure adequate systems are in place.

Education

1989 - 1993: B-Tech Degree in Mechanical Engineering, College of Engineering Trivandrum, Kerala, India.

1987 - 1989: Pre-University (Science) Degree, Mar-Ivanios College, Trivandrum, Kerala, India.

- Implementing the 'Art Of Science' (end-to-end) to enable 'Art Of Possible' for scalability, high availability, security and improved 'user adoption processes' to enable better ROI for business customers by creating value to their cultural aspects including 'realization' aspects.

➢ **SharePoint (including latest version) collaboration and migration** using best practices to on-premise and over cloud. Infrastructure (& CR management) deployment, data migration, security and policy governance, CMS & records management, third party service integration (dynamics CRM, SAP, IDOL and relevant services via plugins and API's), custom app development & deployment and manage end-to-end transformation pipeline.

➢ **Pre-Sales (up to 20% travel)** initiatives aligned with 'sales & marketing teams and it involves:

- Act like an '*Ambassador'* to understanding the business, stakeholder's strategic vision (*current & future*), technology roadmap, business requirements, governance strategy (*includes data, technology, Infrastructure, business processes*), SRS gathering, and security governance aligned with the business processes. Presentation, demo on bespoke solutions and 'purpose-built' application systems that could be of useful for the client's needs.
- Preparation of PID, SRS, HLD, LLD, MLD (Micro level), POC (Proof-Of-Concept), respond to RFP/RFI align with business process governance, project schedule, resource, time frame, best practice adoption, risk analysis & mitigation, UAT, finance requirements in accordance with the business policies and POC. Prepare SOW aligned with the business processes and in agreement with the client.
- Build team/resource, allocate schedules and monitor the development (research oriented) progress within the SDLC/PLM processes which includes 'reports & reporting'. It could be '*Agile or Waterfall'* approach (based on SLA/OLA) and it depends on the type of the project and the external attributes.
- Selection of *3rd party services, vendor/Procurement services or using any MSP* are solely depends on the business needs and their budget value.
- Co-ordinate with the 'design & delivery' team to build the solution, perform validated test procedures, package it and deploy it for evaluation – *this includes demo and presentation at the client site or remotely*. Any 'gold plating' works will be carried out in accordance with the 'Change Management' policies.
- Project 'closure/release' processes (*sometimes ends in another project*) will be based on business needs.
- Knowledge transfer, training, handover and customer support will be provided until the client is happy and satisfied with the 'solution & service' delivered. This is *one of the important processes* to build relationship and to create trust.
- Co-ordinate with the client to simplify the '*user adoption'* processes and to ensure the value of ROI by adopting a simplified approach.

➢ **Planning, designing and execution of 'Integration & migration and deployment,** Project/Service /team management, Reporting, SDLC/PLC, CAB & CR activities and development processes' for the platform

➢ **Architect and build apps/solutions** using Microsoft Stack, SharePoint, Office 365 (all Apps & services), Dynamics CRM -plugins and Azure stack.

➢ Design& development of business intelligent software/real-time/distributed /multi-threaded-systems using MS Stack -DOTNET framework, WebAPI, RESTfull/WCF and Micro Service.

➢ **Client engagement, consolidating business requirements, c**onducting workshops, presentation, documentation** for SRS (requirement gathering, scoping and design), PID, RFP Support, POC, maintaining client relationships, expectations and taking the ownership of the engagement.

➢ **Establishes and implements continuous improvement programs** for the organisation. Stay connected with developments in new technology market trends and innovations, cyber threats, and proactively distribute the required information aligned with the business processes.

➢ **Building teams** (as and when), implementing new processes, manage project/processes/delivery, KPI dashboard reporting, Escalation hierarchical processes implementation and training.

➢ **Market product research and documentation for ERP system based on specific verticals.** Works with the IT Director/SMT and business leadership team, providing broad insight to IT domains and capabilities in support of enterprise wide business decisions.

➢ **Liaise with 'Marketing & Sales' to create & publish 'white paper'**, '**Case Studies'**, 'MSL engagements' for a 'specific technical approach or a definite solution' for the benefit of business continuity to provide better '***user adoption, best practices and experience'*** in M.S. Stack, SharePoint and Office 365.

Employer: **StartHere Trading Ltd**

Nov 2001– March 2012: **Technical Team Leader**/Engineer (Tech manager)

StartHere is a self-help information service which connects people, simply and effectively, to the specialist organizations and services – voluntary and statutory – that can help them most. StartHere is a technology-based service that provides a single starting point from where people can access the information and services they need in times of crisis or distress. The service runs on a number of platforms including the internet, digital TV, touch-screen kiosks, SharePoint 2010, stand-alone PCs and mobile phones.

Contribution:

Personal details

Name: Harikumar Nagappan (*Hari*)
Nationality: British (and OCI – India)
Driving License: Full U.K Driving License
Marital Status: Married
Contact Phone: 07931976096
Contact email: harikumarn@yahoo.com
Languages speak: English, Hindi, Tamil, Malayalam and Kannada

References

On request

➢ Re-engineered the **IT infrastructure, transformation & migration from old platform to new**, **LAN, 'Secured Gateways'** and the '**hosting & deployment platform**' with add on security features, VPN & Third-party restricted access, email system and load balanced synchronized services.

➢ Created strategic roadmap for the future vision on existing products, detailed report on existing products supports accessibility features (hardware and software), test driven documents, plan of action and deployment architecture and process documentation

➢ Managing the project/SDLC/PLM, execution (*end – to - end*) and service delivery in accordance with the proposed project models and guidelines.

➢ Designed the layout, architecture, design and development of the legacy CMS system using **Microsoft Stack -Classic and Cutting-Edge platform**. Also implemented the DBA/SQL strategy and development of the business intelligence platform. I have also handled the development process involved, testing & debugging, deployment & hosting and the complete project life cycle of the CMS (content management system). The CMS product developed to generate the services-oriented applications.

➢ Designed & developed a business intelligent software/real-time/distributed /multi-threaded-systems using DOTNET framework 2.0/3.5/4+, WebAPI, RESTfull/WCF/Micro Service, Biztalk Server & Visual studio 2005/2008/2010 to streamline the process of 'analyzing & generating log stats reports' for clients and to support StartHere business activities.

➢ Designed & developed publishing software's (web & client-server) to generate application services for various platforms like **Touch screen, Kiosk, Mobile, Web, Digi TV and SKY TV using SharePoint 2010 and associated frameworks**.

Employer: **Zenith Software Ltd (India/UK)**
2000 – Nov 2001: **Technical Team Leader/Senior Software Engineer**
    1. Senior Software Engineer in Superpet Plastics Pvt Ltd, Taus Avenue 18, Boonlay, Singapore
    2. Technical Team Leader /Sr. Engineer in iRegent.Com (Korean Online), Hedong, Seoul, South Korea.
Zenith Software, an ISO 9001:2000 and ISO/IEC 27001:2005 certified company provides world-class software solutions and support services to its global clients. Zenith Software, incorporated in 1996 is a global IT solutions and Services Company that offers a comprehensive set of IP based software solutions, coupled with a wide range of IT services to industry verticals like Banking, Insurance, Travel and Hospitality and Government.

Employer: **IonIdea Enterprise Solutions**
1999 - 2000: **Senior Software Engineer/Developer**
IonIdea is a US corporation, incorporated in 1991 in the Commonwealth of Virginia. IonIdea in US has a strong focus on Software Product Engineering, Enterprise Applications, Independent Testing & Validation processes, Big Data Technologies, Mobility & Cloud Computing Technologies, Social Media Technologies and Open Source Technologies and other Web Technologies.

Employer: **Bsoft Technologies**
1997 – 1999: **Software engineer/programmer**
Bsoft is a software development company provides software & hardware solutions to its global clients. Their solution services are ranging from Microsoft technologies, Java, Broker technologies, Mobile solutions, embedded solutions, Hospital systems, Sales order systems and telecom services. They have a strong skilled platform based in India to provide excellent support and customer care.

Employer: **Hindustan Aeronautics Ltd (HAL)**
1995- 1996: **Scientific Research & Design Controls Engineer**
Hindustan Aeronautics Limited (HAL) came into existence on **1st October 1964.** The Company was formed by the merger of Hindustan Aircraft Limited with Aeronautics India Limited and Aircraft Manufacturing Depot, Kanpur. The Company had built aircraft and engines of foreign design under license, such as Prentice, Vampire and Gnat aircraft. It also undertook the design and development of aircraft indigenously.

Employer: **Indian Space Research Organization (ISRO)**
1994-1995: **Scientific Research Engineer**
A space research organization based at Trivandrum, Kerala, has the capability of developing polar launch communication satellites (PSLV) launch vehicle for television broadcast, telecommunications and meteorological applications; remote sensing satellites for management of natural resources.