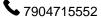# Vijayalakshmi Maniraj

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Summary

Exceptional operations team manager understands how to motivate, plan, track and monitor achievement of operational goals. Possesse seasoned abilities with identification of operational issues and the methods to address them.

Experience

Associate Manager
DXC Technology

Jan 2014 - Present (9 years 2 months) dxc technology

•Backup team manager – who manages 70 team members from Backup and Storage team from L1 to L3 level and SMEs (Assigning tasks\Arranging trainings\Coaching team members to improve their skillsets as per their interest.)

•Leading a team of geographically dispersed resources to deliver technology projects on time and within budget for the domain and geography for which they have responsibility Maintaining end-to-end accountability for customer satisfaction and overall delivery excellence within business unit Work with project teams to determine necessary activities to successfully deliver projects.

•Analyze and solve moderately complex problems. Creating new solutions, leveraging and, where needed, adapting existing methods and procedures

• Follows strategic direction set by senior management as it relates to team goals.

•Performs monthly meaningful conversations with team members to discuss performance, coaching and feedback, training needs, and career discussions.

•Managing and leading complex stakeholders towards optimal solutions while helping them understand resource constraints and prioritization Holding the teams to the highest standards, project discipline and accountability Continuously improving the technical delivery model and strategy, implementing, and managing delivery with the associated teams. Delivering customer satisfaction and overall excellence by identifying opportunities (or issues) and assisting with speedy resolution Ensure that the right type and number of resources that are required to fulfill the planned projects are available and in place through coordination with Delivery Enablement team.

•Monitoring & drive team performance, including throughput and quality as per defined metrics

•Assigning shifts for team members and managing leave.

•Monitor and manage end-to-end delivery of programs and projects to scope, time and budget Enforce standard methodologies, processes and tools Provide leadership and direction to project team members Evaluate and identify potential redundant applications, infrastructure and tools Serve as an escalation point for customer concerns if/when they arise Identify appropriate resolution to achieve client satisfaction in a timely manner.

•Leading internal meetings regarding Changes, Problem and Service excellence calls.

•Attending quality meeting with global "Innovation and Automation" team as a part of Lean\ six sigma program.

•Responsible for financial management and reporting and optimizing processes Expected to contribute to the wider goals of BU Juggling multiple and conflicting priorities in a timely and sensitive way, with full transparency.

•Validating billing data and followup with Account Delivery leads for License\Support contract purchase or renewal

Professional 2 Storage Administrator
DXC Technology

•Migrating from old dataprotector backup environment to a new upgraded Dataprotector environment.

•Migration of Backupexec and Dataprotector environment to Baas (Netbackup Appliances) environment.

•Upgrading Backup softwares in Master\Media servers and client servers.

•Upgrading Tape Library, Storeonce and Datadomain firmwares.

•Migration\reconfiguration of IP address and DNS name change for the entire estate. Worked in collaboration with multiple teams and completed success fully.

ITO Service Delivery consultant
DXC Technology

•Expertise in providing support to the customers in managed services, remote and off site.

•Installation and configuration of Windows and Linux servers for backup using Microfocus Dataprotector & VERITAS NetBackup.

•Providing backup support for distributed platforms for all Data Centers using Microfocus Dataprotector

•Backup support experience - will be responsible for the daily completion of all backups and restores as well as ensuring that all resources needed to support those functions are available.

•Providing outstanding Support to all Microfocus Dataprotector and NetBackup related Issues.

System Operations Lead Specialist
IBM

Jul 2010 - Jan 2014 (3 years 7 months)

Backup Administrator manages L2+ activities for shared delivery accounts.

•Restoring critical customer information. •Restoring full

system during Disaster recovery.

•Installing client agents in client servers.

•Configuring tape devices or Storage devices for backup in Netbackup and Dataprotector.

•Working with Vendor during hardware failures

Information Technology Engineer CSC

Jul 2006 - Jul 2010 (4 years 1 month)

Backup Administrator manages L1 activities for shared delivery accounts.

•Monitoring backup failures for various Master servers.

•Incident creation during backup failures.

•Restoring customer critical data.
•Handling Tape management.
Education

Education

Udemy Learning
DevOps Ansible Automation Training, 2023

DXC Technology
Microsoft Excel Analyst, Computer Science 2022
- 2022

Dxc technology
Kaizen championship Training, Data Processing and Data Processing Technology/
Technician
2019 - 2019

ITECHGURUS
PMPI Training program, Project Management
2017 - 2017

University of madras
Bachelor of computer application,, Computer Science 2003
- 2006

Licenses & Certifications

SCRUM study Agile Master Certified (SAMC) – EXIN

Microsoft Certified: Azure Fundamentals - Microsoft

Skills

Linux • agile • automation • backup • billing • business intelligence • coaching • computer
hardware • customer relations • disaster recovery • delivery • Ansible

Honors & Awards

Champ Award - DXC Technology
Completed external ISO27001:2013 - Multisite Certification Renewal Audit successfully.

Collaborator Award - DXC Technology

Differentiator Award - DXC Technology
> Yellow belt project completed on a Migration activity which saved £4000 cost in license consumption
>
> Completed "Bionix Story" (Kaizen Project) on streamlining the incoming incidents and Storeonce health check automation.

Yellow Belt Project completion - DXC Technology
> Completed "Yellow Belt" project of creating an automation using VBA script from MSExcel which resulted in saving 155 hours manual effort.