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| **ANIL THEKKUT**  **Senior Cloud Infrastructure Service Delivery Management Professional / Military Veteran / Leadership Profile**  **Mobile:** +91 994982399  **E-Mail:** tk\_anil@yahoo.com/  **FUNCTIONAL SKILLS**  Cloud Infrastructure Management  Excellent  ITIL & ITSM Processes  Excellent  Digital Transformation  Excellent  NPS & C-Sat Scores  Excellent  Program / Project Management  Excellent  NOC & FCRT Operations  Excellent  Monitoring/Event Monitoring Management  Excellent  Mentoring and Skill Development  Excellent  SLA Management  Excellent  **CORE SKILLS**   * **Strategy Development**: Envision and implement IT Infrastructure setup.   Strategize go to market initiatives on service delivery and client value propositions, client expects quick responses and turnaround and have delivered them.   * **Cloud Infrastructure Operations**: Skilled in management, delivery of cloud Infrastructure to clients on time and bring in the desired results of scalability, speed and cost effectiveness of cloud Infrastructure. * **Service Delivery**: Expertise in providing service solutions to multiple clients within the cloud computing environment. * **Mentor, Skill Development & Trainings**: Expertise in Skill Development and Training Fresher in NOC Operations, Technology and First Call Resolution (FCRT), Continuity Training, Upskill and Cross Skill, Job Rotation, Rewards and Recognition Programs * **C-Sat and NPS Scores**: Administer and oversee the C-Sat and NPS Scores as well as strategize initiatives for increasing the same through various client satisfaction and value add initiatives. * **Key Account Management**: Manage the Fast Growing Enterprises and Middle East Accounts at Cloud4C * **NOC Operations**: Ensure 24/7 monitoring and management of events affecting technology services and infrastructure takes place, customer relations, service assurance, and incident/outage management. * **First Call Resolution (FCRT)**: Provision of prompt response and resolution to the customers on cloud infrastructure Incidents and Service Requests. * **Project/Program Management**: Experience in directing teams to handle and hand-over Projects in Middle East, including DR on Azure and Cloud4C Cloud, Production Environment on Cloud4C and AWS, and Colocation services. * **Monitoring / Event Management**: Zabbix Monitoring setup Management and Operations   **TECHNICAL SKILLS**  Exposure and Manage Operations   * VMware ESX/ESXi * System & Network Administration * ITIL/ITSM * Azure, AWS and Cloud4C cloud * Zabbix (Monitoring)   **MAJOR PROJECT**   * **Project title**: FCRT | **Location**: Hyderabad | **Duration**: 2 months and 1 Month | **Team Size**: 6+125 | **Technologies**: Unix, Wintel, Backup, SAP Basis, Infra/VMWare | **Description**: Train and Build Team for FCRT, Training Module Build, Process and Assessment | **Role**: Head – NOC Operations | **Responsibilities**: NOC Operations Governance | **A Technocrat Professional and Military Veteran (Indian Air Force) with hands-on experience** in cloud infrastructure managed services operations and service delivery operations for SAP & its Customers, FGE and Hyperscale customers (**Cloud4C, Azure, AWS**). Known for driving innovative approaches in **SAP Command Center, Digital Operations, Project/Program Management, Building ITSM Process and NOC Operations**.  **Strategize go to market** initiatives on service delivery and client value propositions like Infrastructure Shared Services, Managing Client Expectations on quick responses and turnaround and have delivered them.  **Comprehensive experience of 34 years**, 18 years in serving the nation and 16 yearsin managing IT infrastructure and integration services on Cloud, Azure, AWS and on-premises infrastructure. **Expertise** in ensuring highest the C-Sat and NPS scores by effectively directing the Service Delivery Operations, Point of Customer Escalation, Forming FCRT (First Call Resolution Teams).  Mentoring, Training and skill Development of Engineering Fresher’s.  Monitoring and Event Management  **Proficient in leading projects**, DR on Azure & Cloud4C Cloud, build Production Environments on Cloud4C, Azure & AWS, Colocation services, and system integration, responsible from Sales to Delivery (S2D) and Delivery to Run (D2R) operations.  **EMPLOYMENT OUTLINE**   |  |  | | --- | --- | | **Since Nov 2015**  **Sep 2010 – Nov 2015**  **Jan 2009 – Aug 2010**  **Sep 2006 – Jan 2009**  **Jul 1998 – Jul 2006** | **Associate Vice President – Cloud Service Delivery ⯈ Cloud4C (**A **CtrlS** Company**)**  Business Value Offered:   * Administered 175 strong NOC catering to 3000+ customers, including SAP, Azure and AWS. Built, mentored, and steered the FCRT teams. Devised and incorporated digital transformation initiatives. Executed, led and completed Zabbix Upgradation & Migration Project. Dealt with the BCP – Ransomware Impact situations. Expert in Client Escalation and Expectation Management, Crisis Manager. Proven Leadership experience in building IT Processes and Governance and Service Delivery Operations   Key Responsibilities:   * Drive the end-to-end NOC (SAP Command Centre) operations, including customer relation manager (CRM) / Service assurance manager (SAM) function, major incident/outage management, monitoring/event (Zabbix) * Work as SAP Command Centre Operations Head, NOC Operations and Program Management. * Execute, lead, and complete the **cloud implementations/system integration from S2D to D2R operations** on Cloud4C Infra, Azure, AWS Infra, On-Prem and Private Cloud * Designate and work in the capacity of Head Mentor – Campus to Corporate Training and Mentoring Program, Certifications * Operations Governance, Performance and Productivity Management * Drive Compliance Initiative of the Team as per Business Continuity Management Systems - ISO 22301:2019, IT Service Management Systems - ISO 20000:2018, Information Security Management Systems - ISO 27001:2013   **Smart IMS ⯈ Service Delivery Manager**  Key Responsibilities:   * Oversaw the **Remote NOC operations** for various global clients. * Managed client account management, including service delivery, billings, service offerings and value additions.   Key Projects:   * Managed a Windows AD/DC Migration and Windows 2008/2012 Upgrade Project. Managed an **Office365 Migration Project**. * Successful and timely completion of Audit and Assessment of IT Infrastructure project for [Community Health Network of Connecticut](http://www.volunteermatch.org/search/org218301.jsp). The Project included an audit and assessment of Systems and Network devices, current setup, and DR/BCP recommendations. * Set up Remote monitoring and Management operations for Bank of America at Hyderabad. The Project enabled us to set up monitoring of session border controllers (SBC) and coordinate with BoA, HP, ACME, and Atlas communication for NOC operations. * Successfully planned and migrated the IT Infrastructure setup to a new location for Smart IMS.   **NetEnrich Technologies ⯈ Manager Operations**  Key Responsibilities:   * Played a significant role in administering and overseeing the entire incident and problem management for **IMS & MSP clients** and executing the change management for internal infrastructure. * Administered team in responding to and managing the **proactive and reactive alerts of thousands of managed devices**.   Key Projects:   * Revamped the Incident Management workflow, ticketing system workflow, and Alert Monitoring workflow. * Authored the NOC Handbook and is currently the custodian of the handbook and other Documents. * Represented the Operations team to provide requirements for the development of the Operations and Information portal; these portals are accessed by clients and internal teams for information about managed devices, Executive Reports, Network diagrams, Notes, Patch Management, and other proactive Maintenance activities.   **Bank of America through CMS ⯈ Project Manager – IT Helpdesk**  Key Responsibilities:   * Delivered complete IT Infrastructure support for **ITS and BPO Operations at Bank of America**. * Provided leadership and administered **a team of 66 Engineers** in server, network & telecom, desktop, asset and procurement.   Key Projects:   * Re-Prioritized the Incidents as per the Criticality & Severity of the Incidents. * Re-categorization of Incidents in the Incidents Logging tool ("Magnify Gold"). * Implemented the Remote Desktop Support tool at IT Helpdesk, thereby avoiding Desktop visits and quick Incident resolutions. * Analysed the Daily/Weekly/Hourly Incidents trends and restructured the Engineer Deployment, thereby improving Productivity and total optimization of operations.   **Indian Air Force ⯈ SNCO In charge of Station IT Centre**  Business Value Offered: Military Service, IT Support Operations, IT Training, and EDP & MIS. |   **ACADEMIC CREDENTIALS**   * **Masters in Public Personnel Management** – Osmania University, 1992 * **Management Course** from Indian Air Force   **PROFESSIONAL QUALIFICATIONS**       * PMP Training at Astrowix * ITIL V3 Foundation Certified * Microsoft Certified Systems Administrator * Program Manager Workshop at CMS * System Administration Diploma Course from IIHT (Indian Air Force), Bangalore * Computer Hardware from Jetking, Bangalore |