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Executive Summary

Result-oriented, successful project manager with 7 years of technical and managerial experience in industries like financial, pharmaceutical and oil & gas. Deep, hands-on support and project delivery past experience from Level 3 support, small to medium projects, key application rollouts to closing multi-million dollar contracts with third-party vendors. A dynamic and strong project manager with multiple successful project closure. Experience that ranges from working in multinational companies to local government link companies.

Career Objective

To lead challenging, turnkey projects that enables the enterprise to leap ahead of its competitors. An aspiring lead who wants to lead by example in creating high performance team.

Achievements:

1. Rated as Exceed Target for 2 consecutive years in Maybank (2013 and 2014)
2. Promoted as the Service Delivery Manager (Nov 2013)
3. Successfully lead a team to transition services from Maybank's incumbent vendor to Maybank internal IT (Oct 2013)
4. Successfully negotiated and closed contracts worth RM160 million (USD 51 million) for Maybank. (Apr 2013)
5. Awarded the Employee Recognition Award within the first three months on the job for improving the backup success rate in the APAC region from 68% to 93%. (Oct 2007)

Career Experiences

Maybank Berhad (June 2011 – Present)

Position(s) held:

Performance Engineer, Infrastructure Project Lead, IT Backsourcing Transition Lead, Project / Programme Manager, Service Delivery Manager (Present)

Responsibilities held and deliveries:

1. Oversee complete operation on IT to ensure all tier-1 (Mission Critical) applications are properly served and maintained
2. Process analysis and enhancement to push for better service efficiency and service improvement

3. Oversee and review infrastructure changes in the change advisory board before approving for execution
4. Lead a segment of the IT Backsourcing programme successfully completing the transition on time and on budget
5. Negotiated terms of contracts with net worth of up to RM 160 million
6. Expanded application monitoring tools of the Bank to monitor critical applications. Reducing severity 1 and 2 incidents
7. Enhanced processes and procedures between infrastructure and application team to quicken faster turn-around time in the event of incidents.
8. Delivering of backup infrastructure for the secondary data center. Project includes design, implementation and stabilizing operations of this segment
9. Service level negotiation for servers that are covered under “best effort” service
10. Implemented several tools as part of proof of concept, analyzed and propose findings
11. Lead and coordinated several project from low complexity to more complex ones from start to completion
12. Worked in a team to improve performance on the Mainframe (IBM Z-series)
13. Perform procurement of hardware based on project requirement and governance process

GlaxoSmithKline Malaysia Sdn. Bhd. (Dec 2008 – June 2011)

Position(s) held:

Backups and Storage Engineer, Junior Project manager

Responsibilities held and deliveries:

1. Provided level 3 support coverage for backup environment (Symantec Netbackup version 5.1 through 7.0 and EMC Avamar) in incident and problem resolution.
2. Achieve and minimum of 95% backup success rate SLA with an internal target of 98%
3. Escalate backup issues to vendor (Symantec) for troubleshooting if not resolved within agreed OLA
4. Performed Netbackup master server upgrade for sites in the America and Europe
5. Coordinated migration from Symanted Netbackup to EMC Avamar. Also performed technical troubleshooting to ensure migration is successful and backups are configured as per required policies

ExxonMobil Business Support Center (M) Sdn. Bhd. (Jul 2007 – Dec 2008)

Position(s) held:

IT Analyst

Responsibilities held and deliveries:

1. Supported the enterprise backup environment by providing level 2 support on backup failures
2. Performed configuration of backup for new clients to be defined
3. Participated in disaster recovery simulations and ensured that data are correctly replicated as per business requirements

4. Hardware troubleshooting and restoration for small to medium tape libraries
5. Performed service improvement for sites with low SLA (68%) and improved to a 98% with coordination from site contacts across the country
6. Technically performed migration from conventional tape drives to disk-to-disk solution.

Formal Education (Highest)

Degree: Bachelor of Information Technology (Hons)

Major: Software Engineering (3.18 / 4.00 CGPA)

Institution: Multimedia University, Cyberjaya, Selangor (2003 – 2007)

Keywords: Service Deliver Manager, Project Manager, Programme Manager, contract management, vendor management, manager, multinational companies, government link companies, financial, oil & gas, pharmaceutical, change advisory board, technical, troubleshooting