



Hari Dev R. Kalyana Sundaram

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SUMMARY & PROJECT MANAGEMENT SKILLS

- Skilled in IT Infrastructure Project & Partner Management with 4+ Years' Experience as a Project Manager
- Implementing IT Infrastructure Projects Using Project Management Lifecycle - Initiating > Planning > Executing > Monitoring & Control > Closing.
- Stakeholder Management, Managing Dell Badged & Partner Engineers from ANZ, India & South Asia
- Managed Dell Global EDT, ICS Custom & EIS Projects for Australia, New Zealand, India & South Asia Region
- Skilled in Project Management Planning & Scheduling, Project requirements gathering, Risks & handling escalations.
- Managed & Lead the Windows 8 Dell Metro App Project team of 6 people and successfully drive & delivered the project within 6 months in very tight dateline
- All Projects were delivered on time without and escalations.
- Able to Manage & optimize Projects to Provide Cost benefits, Efficiency, Business growth & client relationships.
- 2 Years' Experience in Leading the IT Software Testing Department- Projects Involved: - GCM pipeline, OLR & USP.
- Experienced in Managing a group of 14 Dell Badged Engineers Based in Australia & New Zealand.
- Skilled in Management & Reporting, Customer Relationship, Leadership & Mentoring, Effective Business Writing, Training & Presentation.
- Highly Skilled with Project Management Tools such as:- Compuware Change Point, Microsoft Project 2007 & MS Visio 2010.
- Expert in Blackberry Enterprise Server, Setting up Blackberry Account, Blackberry Email configuration & Support for Dell VP's Directors & Account Executives
- IT Software Testing Project Implementation Using AGILE Methodology
- Other Specialties includes:- IT Software Testing, Information Technology Operations, IT Helpdesk Operations Environment, VMware Virtualization Environment, Windows Server & Linux OS, Electronics & Telecommunications field.

INFORMATION TECHNOLOGY SKILLS

WINDOWS ENVIRONMENTS:

- Expert in Installing & Configuring Server Roles Microsoft Windows Server and Windows Client Desktops
- Operating System: MS Windows 8.1, MS Windows 7, MS Windows Server 2012, 2008 R2.
- Desktop applications Skills such as; MS Office Outlook 2013, Word 2013, MS Excel 2013, MS Visio 2010 & MS Project 2013, Microsoft Lync 2013, Internet Explorer 11 / Google Chrome / Mozilla Firefox.

LINUX ENVIRONMENTS:

- Expert in Installing & Configuring Linux Operating System - Linux OpenSuse 11, Linux Ubuntu & Linux Fedora

IT SOFTWARE TESTING:

- Skilled in Microsoft Visual Studio 2012 (Team Foundation Server) & Microsoft Test Manager
- Highly Skilled with Telerik Test Studio Automation - to Automate Web UI Based Test Cases and Execution
- Knowledge and experience with regression, functional, Performance and Integration testing
- Skilled in Requirements Gathering and Writing Test Cases
- Skilled in HP Quality Centre
- Defect / issue logging and tracking with HP QC & MS Visual Studio 2012
- Managing Test Environments - SIT/DIT

HARDWARE:

- Expert in PC Hardware Assembly, Installation Activities, Troubleshooting & Upgrading: - HP, Acer, Dell Servers, Client Desktops & Laptops PC's.
- Intel Core i3, i5 & i7, Intel Core 2 Duo CPU's.
- Graphics Card, Hard Disk Drive Partitioning - Adding master/slave HDD's

LANGUAGES:

- Turbo C++ - Programming language
- Basic C# & .Net Programming with MS Visual Studio 2012 Ultimate
- HTML - Hyper Text Markup Language Web based programming

- Web page designing using MS Front Page, MS .Net Basics.
- PLC - Programmable Logic Controller
- MS Visual Basic 2005
- Oracle 11G/Toad Software Installation, Configuration & DB Query

VIRTUALIZATION:

- Highly Skilled in VMware VSphere Hypervisor (ESXi) V5.0, GSX Server, VMware Workstation 10 & VMware Player.
- Microsoft Virtualization - Microsoft Hyper-V & MS Virtual PC 2007- Skilled in building Microsoft Server Environments

NETWORKING:

- Knowledge of setting up LAN Networking, Wi-Fi Router Setup & Troubleshooting, Maintaining LAN
- Network, TCP/IP, Ethernet Switch

OTHER SOFTWARES:

- IBM Lotus Notes 8.5 & Sametime
- Adobe Photoshop CS5, Adobe Photoshop Lightroom 4.4, Adobe Acrobat Professional 7.0,
- Corel Paint Shop Pro X, Corel Draw/AutoCAD based drawings, Google Picasa,
- Roxio Easy CD Creator, Nero Burning Rom & Avast, AVG, McAfee Anti-Virus, Cisco Jabber IM.

WORKING EXPERIENCE

COMPANY NAME: MAYBANK BHD - MENARA MAYBANK, KUALA LUMPUR

(JAN 2014 - PRESENT)

POSITION: IT PROJECT MANAGER - INFRASTRUCTURE

PROJECTS & ACHIEVEMENTS

PROJECT: CYBERARK UPGRADE

- Installation of Windows 2008 R2 64bit OS in 4 units of Physical WINTEL servers for Production site & DR site.
- Server Provisioning, baseline installation, Hardening and patching, Nagios Monitoring, Configure VERITAS NetBackup Client & McAfee Antivirus.
- Network Configuration as per the VLAN segment & Assign patch panel
- Security Component: - ALA (Audit Log Assurance) configuration, Perform VA Scan & HP Arc-Sight
- Project Management Process - Creating Project Management Plan with MS Project, Project Kick off , Project Meeting, Raise Change Request, Manage IT Resources, Manage Risks, Stakeholder Management, Project Management Documents, Datacentre Onsite Coordination.
- Managed Project from Initiation Phase Until Project Closure - Sign off.

PROJECT: EDMS - MIGRATION OF DOCUMENTUM TO FILENET

- Installation of Windows 2008 R2 Standard 64 bit OS for 4 Units of Wintel VM Servers
- Install and setup IIS, Net Framework 4 software
- NAGIOS for Systems Monitoring, Install and configure VERITAS NetBackup Client & Server Hardening.
- Security Component: HP Arc agent (for Audit Log Assurance), Tripwire agent installation
- 7 Units of AIX LPAR Creation
- Additional NAS Storage Provisioning & Backup Strategy for LPAR's
- MS SQL Database Installation for DB VM server
- Network and firewall configuration as per the VLAN segment
- Project Management Process - Creating Project Management Plan with MS Project, Project Kick off , Project Meeting,Raise Change Request, Manage IT Resources, Manage Risks, Stakeholder Management, Project Management Documents, Datacentre Onsite Coordination.
- Managed Project form Initiation Phase Until Project Closure - Sign off.

PROJECT: AMEX SHELL PREPAID ONLINE WEB SYSTEM

- Installation of Windows 2008 R2 Enterprise 64 bit OS for 10 Units Wintel VM Production, DR, SIT & UAT Servers.
- NAGIOS for Systems Monitoring, McAfee Antivirus & Server Hardening
- MS SQL 2012 Enterprise Installation on DB VM Servers
- Security Component: HP Arc agent (for Audit Log Assurance) & Tripwire agent installation
- Networking & Firewall Configuration - IP Address & Network Routing
- SAN Storage Connectivity on All Servers & Backup Provisioning (Netbackup)
- Oracle Installation
- Project Management Process - Creating Project Management Plan with MS Project, Project Kick off , Project Meeting,Raise Change Request, Manage IT Resources, Manage Risks, Stakeholder Management, Project Management Documents, Datacentre Onsite Coordination.
- Managed Project form Initiation Phase Until Project Closure - Sign off.

RESPONSIBILITIES:

- Managing Small to Medium Size IT Infrastructure Projects - Windows & Linux Server/ Datacentre Projects
- Implementing IT Infrastructure Projects Using Project Management Lifecycle : Initiating > Planning > Executing > Monitoring & Control > Closing
- Cover's all 10 knowledge of PMBOK > Project Scope Management, Project Time Management, Project Cost Management, Project Quality Management, Project Human Resource Management, Project Communications Management, Project Risk Management, Project Procurement Management and Project Stakeholder Management.
- Creating WBS (Work Breakdown Structure), Prepare Project Plan, Requirement Gathering, Planning, Coordination, Provide cost estimating & Resource assignment.
- Preparing Project Schedule & Tracking Progress.
- Stakeholder management and Attending meetings with the Engineering Team Resources
- To Prepare Project Reports and Present to Stakeholders
- Project Time & Risk Management - Update issues/risks log & implement mitigation plans.
- Project Quality Management - solving complex problems arise in projects
- Onsite co-ordination on the actual day of deployment.
- Attend Change Control Board Meetings if there is any Change Involved in Projects
- Project closure & Signoff - Ensure Projects are on Target within the Time/Budget on Project delivery

COMPANY NAME: DELL GLOBAL BUSINESS CENTER - CYBERJAYA, SELANGOR

(DEC 2006 - NOV 2013)

(SEP 2011 - NOV 2013) POSITION: IT TESTING ENGINEERING MANAGER (IG)

PROJECTS & ACHIEVEMENTS

- As a Lead, I've Successfully Managed & Coordinated a Team of 6 People for Windows 8 Dell Metro App Project for GCM Team from scratch till Project is Delivered Successfully Without any Escalations - Creating VM's and assigning a VM of Win 8 OS to each of my teammates
- Managed GCM Pipeline & Foundation Project from Requirements Gathering, DIT, SIT, Until Production Launch without any escalations and Project were delivered On Time.

- Managed the USP Projects for GCM Pipeline & Foundation
- Software Testing Implementation Using AGILE & WATERFALL Method
- Have Setup & Configured Roles on 5 Servers Running MS Windows Server 2008 R2 for Windows 8 Testing, Virtualization & Telerik Automation for the Testing Team.
- Able to work Under Preassure with minimum Supervision
- Have made sure all Defects are captured during SIT Cycle before it Hits to Production
- Managed & Coordinated SIT & Production Launch Signoff for the GCM Team
- Have Automated UI Based Test Cases using Telerik Test Studio

RESPONSIBILITIES:

- eDell Online Product Engineering Environemnt
- Attend Test Leads Meeting Every week and pass down the minutes to the Team
- To Support Dell Commercial (OLR) Production Launch End to End Testing activities
- Involved and Participated in Dell Windows 8 Early adoption Program
- To Continue to Function as a Single Global Test Team
- Highly Skilled in Microsoft Visual Studio 2012-TFS:- Creating New Defects & Experienced in Basic C# and Web Test.
- Expert in Microsoft Test Manager-MTM 2012:- Creating and Executing SIT Functional & SIT Regression Test Cases.
- To Meet SIT Entry & SIT Exit Criteria
- Skilled in Microsoft System Centre Operations manager 2007 R2 (SCOM) Monitoring Windows & Linux Server Workloads
- Skilled in HP Quality Centre Testing, Creating Defects and Regression Test
- Experienced in Oracle 11G/Toad database software Installation, Configuration & DB Query
- Managing Software Test Projects, Providing Timelines, Managing Project Risks & Project Quality.
- Providing SIT Signoff & Production Signoff as proof of Project closure.

(NOV 2008 - SEP 2011) POSITION : PROJECT & RESOURCE MANAGER - DELL PMO (IG)

PROJECTS & ACHIEVEMENTS

- Lead 14 Dell Badged & multiple Partner Engineers from ANZ, India & South Asia on Large Enterprise Server Installation & Custom Enterprise Server Projects
- EDT Basic Server Installation with Rack Mounting - Both ANZ & India Region
- EDT Comprehensive Server Installation with Rack mounting - Both ANZ & India Region
- ICS Custom Projects which involves Blade Servers Installation - Both ANZ & India Region
- Managed Escalations by proactively engaging all impacted stakeholders and driving issues to resolution.
- Provided briefing and training to ANZ Field Services Leaders & Team Members to understand the Resource & Partner Management Processes & Governance.
- Shared Best practices among Team members
- Prepared & Presented Monthly Project Tracking Reports during Bi-Weekly Stakeholders Meetings Across APJ
- Have managed Multiple Regions - Australia & New Zealand, China, Hong Kong & Taiwan, South Asia & Korea & India when Colleagues are away for Annual Leave
- Received good complements from ANZ stakeholders , Project Managers and business owners

RESPONSIBILITIES:

- Dell Global Project Management Environment - Project & Resource Management
- Managing Incoming Dell Projects via Changeoint Project Management System
- To Manage Incoming EDT, ICS & EIS Projects for Australia , New Zealand & India Region
- To Drive, Manage and optimize Project, Partner & Resource Management using Dell Badge Engineers, Dell Partner Engineers that provides positive impacts to (1) Cost Benefits (2) Process Efficiency (3) Business Growth

- To Support Solution Architects and Project Managers by reviewing incoming pre-sales and post-sales requests and assigning "best fit" resources (internal / external) based on qualifications, geographic proximity and desired timelines.
- Maximize long-term internal resource productivity and minimize partner utilization by skillfully re-arranging schedules, negotiating timelines with requestors, and coming up with creative 'win-win' scheduling solutions.
- Analyze reports and present summary findings to the delivery organization; make hiring / training recommendations as appropriate.
- Focus on continuous process improvement by defining, maintaining and enforcing business process rules.
- Facilitate effective on-boarding and readiness of new resources with the in-country Field Service Delivery Leaders.
- Active communication and alignment within GIDS and cross-functional with Field Services Team, Project Management Team ,Intake Team, & Finance)
- To Attend and contribute to Global/Regional Initiatives discussion in chosen area, drive rollout to APJ region and track

(DEC 2006 - OCT 2008) POSITION: SENIOR IT OPERATIONS ENGINEER (B3)

RESPONSIBILITIES:

- Dell Global IT Operations Environment
- Expert in supporting Blackberry Enterprise Server (BES) And setting up Blackberry Handheld devices for Dell VP, Directors and Senior Managers:- Corporate email management, setting up device and etc.
- To Provide Online support for Mobile Messaging Devices such as Blackberry
- Experienced With Dell hardware - Dell XPS, Latitude and OptiPlex, Precision Workstation based Systems
- Proficient in Installing and Configuring MS Windows XP Professional & Windows Vista, Windows Server 2003
- Experienced in Installing & Configuring Linux Operating System - Red Hat, Fedora, OpenSuse and Ubuntu
- Exposure in Installing & Configuring Windows Server 2003/2008 - Basic troubleshooting and monitoring
- Proficient in Installing and Configuring VMware GSX Server Console, VMware Workstation 7 & VMware Player
- Setting up and Configuring/Troubleshooting MS Office 2007
- Experience in Supporting MS Outlook 2003/2007 & Ms Exchange 2007
- Highly Skilled with BMC Remedy Action Request System
- Experienced In MS System Management Server Configuration and Installation
- Skilled in Active Directory, MMC snap in, Domain adding, adding OU & manage user machine
- Experienced in Intel Pro-set Wireless Setup (Wi-Fi) Connection Setup & Troubleshooting
- To Provide Support for Windows Wireless and Troubleshooting
- Experienced in Windows Mobile 2005 / 2006 Devices & PDA's
- To Provide support on Bluetooth Synchronization & Configuration
- Experienced In Installing, Configuring & Troubleshooting MS Office Communicator 2007
- To Set up and configure VPN Broadband Recovery For Dell Customers
- To Setup and and Configuring Microsoft Virtual PC 2007
- To Provide Technology Training For Dell New Hires using MS PowerPoint Presentation
- Supported Bobbi Dangerfield's (Managing Director of DGBC Cyberjaya) when her Laptop was Having Issues.

COMPANY NAME: SHELL INFORMATION TECHNOLOGY INTERNATIONAL

(SEP 2004 - NOV 2006)

POSITION: IT SUPPORT ENGINEER

RESPONSIBILITIES:

- SHELL IT GLOBAL Environment
- Highly Skilled in Apropos and Avaya Digital Phone System
- Experience with VOIP (Voice over Internet Protocol) - Nortel VOIP System
- Experience working in Shell Global Infrastructure Desktop Environment
- Expert in supporting handheld computers (Windows Mobile PDA Devices)
- Highly Skilled in Active sync Software for Mobile Devices
- Support on Global Computing Environment based on MS Windows 2000 Operating System
- Skilled in Windows 2000 Registry settings, Net meeting, Wi-Fi Setup, Internet/intranet, printer configuration, Wireless configuration, and other Ms windows 2000 Problems.
- Experienced with New Outlook Profile and PST files setup for new users
- Experienced in Shell DRA/HAT - Active Directory
- To Provide Support on Citrix Meta Frame Program Neighborhood (Access Using Token)
- Experience in Setting up Windows 2000/2003 Terminal Services
- Expert In setting up Shell VPN Mobile Office Business (MOB) Broadband Recovery & Mobile Office Private (MOP)
- To handle Troubleshooting on MS Windows 2000, MS Outlook & IT related problems
- Hardware support for HP/Compaq Based Machines
- To assist user's on Mobile Office Solutions via Shell laptop/home PC & HP IPAQ & Blackberry Wireless
- Global Customer Support via E-Mails on IT Related issues
- To provide Online/phone support on smart card, AS400 Database related issues
- Skilled in SAP Password Reset in SAP BW (3.5), SAP R/3 Database and SAP ISIS Time writing
- Call Ticket Logging via Peregrine Systems - Service Center
- To Troubleshoot IT problems via Ms Net meeting
- Experience with Primus Knowledge Base system

EARLIER CAREERS:

COMPANY NAME: SUPREME LANDMOBILE & WIRELESS CORPORATION

(FEB 2004 - AUG 2004)

POSITION: SENIOR SYSTEMS ENGINEER

COMPANY NAME: SIERRA TECHNOLOGY (M) SDN BHD

(DEC 1999 - FEB 2004)

POSITION: PRODUCTION ENGINEER

COMPANY NAME: FUJITSU MALAYSIA

(MAR 1999 - DEC 1999)

POSITION: IT EXECUTIVE

COMPANY NAME: PHILIPS MALAYSIA SDN BHD

(APR 1996 - JAN 1998)

POSITION: PHILIPS PROJECTS - ASSISTANT ENGINEER

HIGHEST EDUCATION

Highest Level: Bachelor of Science (B.Sc.) Degree in Electronic & Electrical Engineering

Field of Study: Computer & Information Technology, Electronics, Electrical & Communications Engineering

Name of Institution: The Robert Gordon University, Aberdeen, United Kingdom

Graduation Date: Feb 1999

ACCOMPLISHMENTS

SEMINAR/TRAINING

- Attended The Health, Safety & Security Environment (HSSE) Training during working with Shell IT International.
- Microsoft Word/Excel/PowerPoint, MS Windows 98 Training during working with Sierra Technology
- LAN Networking Seminar During working with Sierra Technology
- Training for Windows 95 Operating System, PC hardware/Software installation & troubleshooting, Philips audio Visual equipment training during working with Philips Malaysia
- Attended Microsoft Windows 7 Launch and keynote session to get more knowledge and Keeping myself up-to date in the Latest Operating Systems
- Attended & Completed Leadership Training for Managers at Dell Global Business Center

AWARDS

- May 1996-Associate Diploma In Electronic & Electrical Engineering - Swansea Institute Of Higher Education, Wales, United Kingdom
- March 1997 - Diploma in Electronic & Electrical Engineering - Institut Teknologi Pertama, Kuala Lumpur
- June 1997 - Certificate in Programmable Logic Controller (PLC)
- September 2004 - CTS Helpdesk -Customer Service Skills Workshop - Shell IT
- December 2005 -Awarded the overall best analyst in shell IT
- April 2007 - MCTS - Microsoft Learning Certificate in Installing and Configuring Windows Vista Operating System
- April 2007 - MCTS - Microsoft Learning Certificate in Troubleshooting & Maintaining Windows Vista Operating System
- July 2007 - ITIL Foundation Soft skills Certified
- March 2009 - Certificate Of Achievement in Effective Business Writing Skills
- June 2010 - Project Management - Planning & Scheduling
- Feb 2014 - Project Management Professional (PMP)

ADDITIONAL INFORMATION

Languages Written & Spoken - English Language, Bahasa Melayu & Tamil

~ References Available Upon Request~