1.   Personal Details

Full Name	:	**RAMRAJ SIVAGNANAM SIVAJANAM**
Permanent Home Address	:	No. 3, Jalan Mohd Tahir 20, Taman Sri Klang, 41200 Klang, Selangor Darul Ehsan, Malaysia.
Passport Number	:	A 20908244
Malaysian NRIC	:	781213–08–5197
Contact Numbers	:	+6 012 – 291 8870 (Cellular) +6 016 – 676 7504 (Mother)
E – Mail Address	:	sramraj2000@yahoo.com
Nationality	:	Malaysian
Professional Skills	:	People & Operation Management Client Account Management Project Solution Architect. Project Management & Estimation.

2.   Languages

English	:	Written (OUTSTANDING) and Spoken (OUTSTANDING)
Bahasa Malaysia	:	Written (OUTSTANDING) and Spoken (OUTSTANDING)

3.   Education

TERTIARY

Degree Obtained	:	B. Sc.(Hons.) in Computer Science, Coventry University, United Kingdom (1999)
Other Qualifications	:	Higher Diploma in Computer Science (1998) Certificate in University Foundation Program (1996)

4.   Referees

Assoc. Prof. Dr. Sulaiman bin Mohd Nor – Deputy Director of CICT Infrastructure
University Technology Malaysia
81310 Skudai
Johor Malaysia.
Tel: +6 019 734 4464
sulaiman@fke.utm.my

Pn. Azwani Mustaffa – Head of Infrastructure Management (ITD MAHB)
Malaysia Airports Technologies
Persiaran Korporat KLIA,
64000 KLIA, Sepang,
Selangor, Malaysia.
Tel: 03–8776 8480
azwani@malaysiaairports.com.my

5.   Employment History

Employer	:	**DIMENSION DATA MALAYSIA**

(formerly known as Datacraft Advanced Networking Services Malaysia Sdn Bhd.)

Duration	:	February 2004 – Present
Nature of Job	:	Field Operations Manager
		– Managed Services Department

Main Tasks   :

- Manage daily operations for field support and nationwide branches.
- Conduct Cisco technical trainings and workshops for internal staffs and clients in order to develop a deep technical knowledge of the network implemented. This part of the internal staff's career development program.
- Formulate KPI settings and performance review for field support staffs.
- Work with client's senior management, Principals, Partners and Sales Account Managers in developing Cisco technology roadmaps for end clients.
- Report to the Group ASIAPAC Manager, and responsible for the planning, design, development, configuration and after sales support for multinational clients.
- Manage new projects and technical related issues/incidents for multinational companies concerning their business operations in EMEA and ASIAPACIFIC.
- Besides overseeing Sev. 1 and 2 incidents and new change requests, problem tickets are prioritized and resolved within the agreed SLA, quality of deliverables and accountability for the overall performance of the outsourced team are looked upon.
- Manage client satisfaction, relationships and expectations, and keep clients informed on project progress and incidents.
- Provide technical escalation/review/monitoring and maintenance reports on Network Operations/Security matters.
- Develop and enhance IT networking policies, controls and procedures to support the Group's business' strategies.
- Provide technical leadership to client's IT team, in order to provide a secure, stable and reliable IT systems and infrastructure to the client.
- Undertake third level incidences and escalation for Cisco Security & Routing / Switching matters.

Special Recognition	:	Employee Excellence Award (2004, 2009 & 2011)

Professional Cert.	:	Cisco Certified Internetworking Expert Security – Written
		Cisco Certified Network Professional (CCNP)
		Cisco Certified Security Professional (CCSP)
		Information Systems Security (INFOSEC) Professional
		Cisco Advanced Wireless Field Specialist
		Cisco Sales Expert v2 (CSE)
		Comptia Security +
		ITIL v3
		F5 Certified Consultant
		CheckPoint Certified Solution Associate
		Juniper Network Certified Associate

Employer	:	**COMPUTER SYSTEMS ADVISERS (CSA) MALAYSIA**
		(A Subsidiary of Computer Science Corporation)
Duration	:	November 2000 – January 2004 (3 years 3 Months)
Nature of Job	:	Network Engineer
		– Network Infrastructure Department
Main Tasks	:	

- Organise meetings with client concerning project role-out plans.
- Set-up client's LAN/WAN/WLAN infrastructure (based on Cisco Technology) and maintenance for head-office, data centres, branches and subsidiaries.
- Troubleshoot Cisco technologies (2nd Level Support).
- Create and perform LAN/WAN Client's Network Acceptance Test documents.
- Manage and perform network penetration testing on client's Central Security Gateway.
- Responsible for the overall project technical management, enhancement and maintenance.
- Ensure the quality of deliverables and accountability for the overall performance of the project team.
- Monitor progress against plans of scope, quality, timescale and budget. Produce regular project status reports and forecasts, and taking appropriate actions where deviations take place.
- Manage client relationships and expectations, and keep clients informed on project progress and problems.
- Conduct technical training for in-house staffs and external clients on Cisco Routing and Switching.

Professional Cert.	:	CISCO Certified Network Associates (CCNA) v2.0
		CISCO Certified Network Professional (CCNP) v2.0

Employer	:	**AQILQISTI TECHNOLOGY MALAYSIA**
Duration	:	October 1999 – October 2000 (1 year 1 Month)
Nature of Job	:	System Engineer
		– Networking & RAS Division
Main Tasks	:	

- Execute software design and development methodologies.
- Build corporate and client web portals.
- Set-up company's RAS connections.
- Implement Asynchronous Transfer Mode (ATM) based network for company's clients.
- Maintain company's LAN.
- Develop Relational Databases Management Systems and SQL databases for web-based applications.
- Perform application integration and testing.
- Prepare project documentations as specified by Software Design Methodology.