

Praveen Visuvalingam

- 2-3-1 Zamrud Apartment, Taman Pasir Permata, 5th Mile , Jalan Klang Lama, 58200 KL.
- +6012-5841074/+6013-3301074
- praveenvisuvalingam@gmail.com

Availability : 1 month

Executive Summary

An IT professional with a total of 10 years working experience in the service industry, 7 of which was in the IT business. Solid strength in leading and developing people talent while managing a team size of 33 employees. Sound knowledge in Service Management (ITIL V3 Intermediate) and exposure to Project Management. Workforce optimization via the LEAN program as a Cluster Champion.

Career Objectives

- To acquire a profound skill set that will be highly sorted by the IT industry as well as others.
- To utilize experience and knowledge in contributing to the success of a business & its organization.
- Continued learning and development to enhance my knowledge which will be influential to the business and its organization.
- Committing 100% effort, time & focus to meet the business needs and demands.

Key Strengths

- Leadership maturity
- Quick learner
- Analytical thinking
- People & talent development
- Goal oriented & highly driven
- Communication
- Teamwork
- Negotiation & persuasion
- Open to criticism & honest feedbacks

Qualifications & Certifications

- Bsc (Hons) in Computing & IT – Staffordshire University
- Higher Diploma in Computer Systems - APIIT
- Diploma in Information Technology - APIIT
- ITIL V3
 - Beginner
 - Intermediate (OSA & RCV)
- Kepnor Tregoe
- CCNA (2005)
- CCNP – Switching (2008)

Professional Experience

Employer : AIG Shared Services

Duration : June 2013 - *Present*

Position : Operations Manager

Industry : Insurance

Roles & Responsibility

Project Implementation & roll out

To implement a new Workforce Management system for all the Operations team (12 countries)

Leading & overseeing the project, end to end.

Working closely with the Systems, Project and vendors to synch the systems to send feeds automatically (volumes)

Engage in initial discussions with Operations team and business owners (new team/country roll outs)

Baseline observation/ motion study of each Operations team to set the right Average Handling Time (AHT).

Setting the right KPIs and score cards

Weekly reports to Management & Project stakeholders

1st level escalation of user issues

Escalate to Vendor for 2nd level troubleshooting on system issues.

People Management

To build a inhouse support team after full roll out of system - end of Project phase

To oversee a team of 10 employees to perform 1st level troubleshooting/user issues.

To ensure the system is administered to meet the Operation needs which includes adding/removal of users and new organizations.

Service Improvement

To work closely with the Operations team to identify opportunities and headcount savings.

Improvise the workflow and quality of processing policies.

Utilizing the 8D methodology to quantify benefits and savings for Operations and company as a whole.

Employer : Hewlett Packard

Duration : Sept 2010 - May 2013

Position : Delivery Manager - Network Operations Centre (NOC)

Industry : IT Outsourcing Services

Roles & Responsibility

People care management

- Overseeing 2 NOC teams - size of 33 employees.
- Leading and managing network engineers, comprising Level 1, & 2 technicians as well as 2 Supervisors.
- Recruitment.
- Manage the career development plans & training needs for each technician.
- Ensuring organization/business needs are translated to goals and objectives for the technicians to achieve for each financial year.
- Employee retention.

Business/financial planning.

- Involved in client visits (new/renewal deals), presenting the portion that is in scope for the NOCs.
- Working with relevant stakeholders to assist in sealing the deal for customers. Involves analyzing the customers' needs, volumes, technology and planning the headcount number.
- Monthly forecasting of headcount & cost expenditure for the existing team (supporting 40 accounts globally).

Service quality management

- Weekly service delivery review with stakeholders to review the SLA performances based on Time to Resolve (TTR) as well as overall Service Availability.
- Ensuring the centre's Account Satisfaction Survey (ASAT) and Service Excellence Dashboard KPIs are met.
- Monthly meetings with Account Executives/Delivery Managers to review team's performance in terms of service delivery to the client.
- Manage Service Improvement Plans to close out underlying gaps/poor service.
- Identifying process issues and developing workflows to streamline the accounts/business needs.
- Participated in the internal audit and document preparations for the ISO 20000 & 27000 audit.

Overseeing the day to day Operations (24x7)

- Ensuring teams are abiding by the Event, Incident, Change & Problem Management processes.
- Responsible for identifying and managing staffing risks.
- Identifying process issues and developing workflows.
- Responsible for updating tower leader and centre management for high severity/priority incidents as well as Crisis management team.

Achievements

- ⊙ Account recognition "Winner's Spirit" to Global management team for turning an account from Yellow to Green (Go for Green plan).
- ⊙ Savings of 7 FTEs via LEAN program – merging of teams
- ⊙ Proposed a Customized business Operations to meet multiple customer needs, roped in an additional 800 Configuration Items & transitioned in 7 new accounts since go live in Sept 2010
- ⊙ Talent development, reduced incident escalations to Level 3 from 64% to 25%.
- ⊙ Centre target, team 100% ITIL V3 Beginner certified, 95% CCNA certified.
- ⊙ Took over the 2nd NOC in April 2011 as the manager moved on to a different role.
- ⊙ Maintained an attrition rate of 5% per annum in 2011-2012.
- ⊙ Recertification of the ISO 20000 & 27000 for the KL centre.
- ⊙ Maintained TTR score at 98.5%, target was 97% weekly.

Employer : Hewlett Packard

Duration : April 2010 - Sept 2010

Position : Team Leader - Project

Industry : IT Outsourcing Services

Roles & Responsibility

- ⊙ Positioned In a Project to migrate a Network piece from Zaragoza to KL.
- ⊙ Data gathering, analysis and forecasting the team size in KL.
- ⊙ Regular meetings with Onshore teams.
- ⊙ Defined the support model to take on the work in KL.
- ⊙ Scheduling and planning the Knowledge transfer sessions between Zaragoza & KL.
- ⊙ Developed a change management process to ensure the team in KL will be adhering to the ITIL framework.
- ⊙ Recruiting and hiring
- ⊙ Built a team of 17 network engineers in the span of 6 months.

Achievements

- ⊙ Successfully migrated the work to KL.
- ⊙ Awarded the position of Delivery Manager to mould and grow the fresh team.
- ⊙ Savings worth close to USD 10,000 a month for the global network org , due to cost of workforce and support model.

Employer : EDS IT Services

Duration : Aug 2006 - April 2010

Position : Infrastructure Network Analyst

Industry : IT Outsourcing Services

Roles & Responsibility

- ⊙ Level 2 technical support for the Global Network Operations team in KL.
- ⊙ over 200 leveraged accounts globally, supporting mainly Cisco (switches, routers, load balancers & wireless) and Nortel (switches & routers).
- ⊙ Primary task is to ensure the customer's network is available 97% of the time & adhering to agreed SLAs.
- ⊙ Activities comprises event, incident & change management.
- ⊙ Acting NOC manager when unavailable.
- ⊙ Assisting NOC manager with weekly/monthly performance report to Global network team & KL management.
- ⊙ Assisting NOC manager with recruitment of new hires.
- ⊙ 1st level management escalation for the team.

Achievements

- ⊙ Promoted to Network Specialist after 1.5 years into employment.
- ⊙ Assumed the role of team leader, overseeing 14 employees.

Employer : Alliance Bank Malaysia Berhad

Duration : May 2004 - July 2006

Position : Senior Executive - Technical Support

Industry : Banking

Roles & Responsibility

- ⊙ Hardware installation on customer premise
- ⊙ End user (Business customers) training and briefing in using the ePortal.
- ⊙ UAT testing on updated version of the ePortal and hardware.
- ⊙ 1st line support & cash replenishment of offsite ATMs (overseeing 10 machines in Klang Valley & Nilai)
- ⊙ Monitoring & support via AS 400 systems on all branches ATMs & CDMs.
- ⊙ Statistics reporting (monthly & quarterly) on ATM & CDM usage to management and Bank Negara Malaysia.
- ⊙ ATM downtime and Cheques deposit monthly report for management.

Employer : TMNet Sdn Bhd

Duration : July 2003 - April 2004

Position : Customer Service Representative

Industry : ISP

Roles & Responsibility

- ⊙ 1st line product technical support (Streamyx)
- ⊙ Escalation of technical issues to 2nd level NOC support and field support.

Technology & Tools Exposure

- ⊙ WAN Technology – IPVPN, ISDN, Frame Relay, Metro-Ethernet
- ⊙ Protocol – EIGRP, OSPF, BGP, MPLS
- ⊙ Router – Cisco ,H3C, HP Procurve, Nortel
- ⊙ LAN Switch – Cisco Catalyst Series , H3C, HP Procurve Series
- ⊙ Wireless – Cisco Aironet, HP Wireless
- ⊙ Load Balancer – Cisco CSS, F5 BIG-IP LTM,
- ⊙ Tools – Ciscoworks, Netcool, OM 9, HP Opaware, Redfish 2, Digital Workflow, CAMS, eHealth

References

Name: Sanjay Menon Sivadasan

Position : Head of Monitoring Engineering

Contact Information : 012-2840737/sanjaymenon@hotmail.com

Company : Standard Chartered Malaysia

Relationship : Previous Manager (EDS/HP)

Name: Dev Anand

Position : Head of Service Operations

Contact information : 012-2622037/ devkumar2@gmail.com

Company : Glocomp, Malaysia

Relationship : Previous Team Leader (EDS)

Name: Brian Edward Tipton

Position : Account Delivery Executive

Contact information : +1918 370-2600/ brian.tipton@hp.com

Company : Hewlett Packard, US

Relationship : Previous Manager (HP)