

Nayudu Ramachandra *PMP, CSM, ITIL expert*

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IT MANAGER

ENTERPRISE IT INFRASTRUCTURE, GLOBAL OPERATIONS LEADERSHIP, TEAM DEVELOPMENT

Total IT Experience **20+ years;**

Visionary IT Management with a track Record in optimizing best-in-class IT infrastructures and operations. For defining enterprise technology strategies/solutions that reduce costs, improve efficiencies, support organizational goals and maximize the technology investment.

➤ **Global IT Systems & Operations** – established, deployed and supported IT operations across the U.S. Europe, Asia, and the Middle East, geographically dispersed teams

➤ **Leadership & Talent Development** – above-average ability to attract and lead top IT talent, inspire excellence, and create team cultures based on performance and innovation

AREAS OF EXPERTISE		
Leadership & Talent Management	Infrastructure Deployment	Global IT Operations
Data Center Management	Account Delivery Management	

IT LEADERSHIP EXPERIENCE

Bangalore India
07/2016 – Present

DXC Technologies. (Formerly HPE)

Account Run Lead (ARL) : Work Place Services.

- Manage day-to-day service delivery to the account, including, but not limited to managing, processing change requests and service escalations.
 - Manage revenue and costs, oversight of monthly invoices and scrutiny of expenses, including break fix charges
 - Own the overarching operational relationship with the customer, ensuring continued excellent customer satisfaction
 - Prime contact for all operational and tactical issues representing delivery of all services including performance metrics, reporting, escalation and communication
 - Support Account Service Team and all delivery organizations to achieve timely, cost effective delivery of Service Level Agreements requirements
 - Information Technology Information Library/Information technology/IT service management knowledge
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- Manages resource pool of Technical Engineers, forecasting resource requirements and staffing to meet demand
 - Ensures custom SOW Service Level Agreements (SLAs) are defined, tracked and met, implements remediation plans to meet SLAs, timelines and budgets

Hewlett Packard

10/2003 – 07/2016

IT Service Delivery Manager

- Currently Leading team of 30 people in technology Management and Support Operations
- Directly responsible for Global IT Operation Support of Storage and Backup Infrastructures for 25 Customers (20 PB Bytes , 8000 + Servers) across AMS , EMEA and AP regions
- Accountable for Operational Metrics and Performance analysis and review for the team
- Handling internal & external escalations
- Managing day to day Support Operations for 25 Customers Backup and Storage Infrastructures aligning with SLA and OLA ,assigning tasks, prioritizing work, resource management & resolving staff issues
- Assist senior executives using organization perspectives and methods to , improve operations and performance of customer IT Infrastructure through a continuance improvement plans (CIP's) for individual customer , aligning with ITIL methodology ,resulting in 20% savings towards Cost to account
- Part of Core Group for implementing ITIL and Project Management best Practice methodology for the Service Line.
- Change Management SPOC for the Service Line to implement a standard Change process for top 5 clients
- Assist with the implementation of strategy, business initiatives, and organizational and cultural changes for leadership alignment, change leadership, stakeholder and employee engagement, organization performance, and communications.
- Spearheaded project for the Service line and met the objective of record number of technical Papers submissions for the annual Technology/innovation event
- Assisted in the strategic direction of automation , Optimize resources utilization and Multiskilling resources which improved reduced costs and savings for the Client
- Manage implementation, configuration and administration of all systems and applications,
- Led the Monthly Service Delivery Reviews meetings with the Account teams and Quality Team
- Conducted scheduled Risk assessment of customer's infrastructure and implement preventive and corrective measures as appropriately needed through problem mgmt. Team
- Resource Management Conduct monthly resource forecast. Analyze the resource supply/demand, assists deploying available resources and initiate hiring process through HR ,Resource management activities including recruitment, appraisals & work load management of IT (Time Tracking/Resource Utilization analysis)

- Successfully led Team to USA and transitioned three Backup infrastructure accounts , activities include , requirements gathering , Knowledge Transfer , co-ordination , Technical support , Go live activities and sign off
- Trending and Reporting of Monthly Delivery data for Reviews for Account /Client Management
- Suggesting infrastructure and process improvements

CERTIFICATIONS: Project and Service Management	
• ITIL Expert	Apr 2014
• Project Management Professional – PMP	Feb 2011
• Certified Scrum Master – CSM , AGILE Framework	Jul 2011
• Post Graduate Certificate in Project Management (PGCPM) from IGNOU	Jun 2009
CERTIFICATIONS: Technical	
• HP Certified Professional (CSA –HPUX Operating System 11i v3)	Nov 2008
• Brocade Certified Fabric Professional BCFP	Jul 2006
• HP Certified Professional HPCP (Open View Data & Storage)	Apr 2004
• Microsoft Certified System Engineer on Windows 2003 Server (MCSE 2K3)	Apr 2004
• Microsoft Certified System Administrator on Windows 2003 (MCSA 2K3)	Jul 2002
• Sun Certified Network Administrator SCNA (Solaris 8)	Mar 2002
• Sun Certified System Administrator SCSA (Solaris 8)	Mar 2002
• Certified Novell Administrator (CNA 3.14)	Jan 1998

Wipro InfoTech

Bangalore India
04/2003 – 10/2003

Systems Engineer

- Worked as System administrator for Window and Solaris
- Incident Management 24/7 and L2 Support
- Monthly Report Generation for Management Reviews
- LAN installations and Supporting network issue

Nettur Technical Training Foundation (NTTF)

—ISO 9000 Training Institute

Senior Training Officer

Bangalore India
10/2000 – 03/2002

- Faculty Member in Electronics and TV technology /Administration
- Imparting Practical Oriented Training in field of Electronics and TV technology
- Computer Hardware and Troubleshooting

- Digital Electronic Projects.

Institute of Finance and International Management

Bangalore India
09/1999 – 10/2000

- Worked as System and Network Administrator
- Vendor Management
- Imparting Training on use of Applications to Faculty Members and Students

**Acharya Polytechnic College, SJES Polytechnic College ,
S.K.B.P.W Polytechnic College**

Bangalore India
07/1995 –04/1999

- Worked as Lecturer in Department computer Science
- Worked as Lecturer in Department of Electronics and Telecommunication
- Worked System Administrator

Education

- Bachelor of Electronics B.E From Bangalore University
- Post Graduate Certificate in Project Management (PGCPM) from IGNOU

Personal Details

- Date of Birth: 17th July 1972
- Marital Status: Married
- Spoken Language: English, Telugu, Kannada, Hindi
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Passport Details

- Name: RAMACHANDRA NAYUDU
- Passport Number: G5318713
- Place of Issue: Bangalore