



Padmanaban P. N.

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CAREER SNAPSHOT

- Highly self-motivated and performance-driven Service Delivery Manager with total 19 years of experience
- Associated with IBM (Kyndryl Spin off from IBM) from May 2013, as Service Delivery Manager / Business Programs Manager
- 10+ years of Experience in Technical Support, Operations, Team Management, Skill Assignment
- 9 years of Experience in People Management, Service Delivery, Project management
- 7+ years of Experience in customer Interaction, Transition, IT service Management
- Certified ITIL Foundation, Prince2, Agile Scrum Master & SIAM.

SKILL PRVIEW

A. Technical

- Administration of IBM Lotus Domino Server, IBM Lotus Sametime
- Linux / AIX / Windows
- Oracle / DB2
- AWS / Azure

B. Functional

Major Highlights:

- Accomplishment driven Service Delivery Manager with over 7+ years solid experience
- Highly motivated and results-driven
- Develop and improve processes and procedures
- Anticipate & plan for new business & get involved in hiring
- Adopt best practices from other processes
- Manage customer relationships through regular communication.
- Responsible for ensuring all SLA's / Service Level agreements / Cost management
- Successful in reorganizing, streamlining and strengthening existing operations
- Identifying inefficient processes and implementing reliable and cost-effective solutions
- Improve quality and ensure on-time delivery
- Solid experience in strategic planning, people management, change management, quality improvement, coordination and leadership.
- Self-motivate personnel in building strong teams, and lead staff toward maximum potential.

- Exhibited proven ability to independently set up technical team operations from scratch. Fostered trust and coordinate with senior management executives
- Established competence in customer relations.
- Detail minded with good eye for balance and organization.
- Skilled and creative in resolving problems.
- Coach team members on how to develop strategic thinking
- Flexible for short & frequent travel to customer locations

C. Operational

- Strong leadership Managing team & SPOC for the global customer support
- Lead, motivate, and support a large team within a time-sensitive and demanding environment
- Assist in interviewing, recruiting and training candidates.
- Manage work assignment and allocation for staff.
- Hiring and evaluating process for team members.
- Focus on trend analysis, issue resolution, RCAs as well as fine tuning.

Roles & Responsibilities:-

Company: IBM, Chennai,

Domain: Manufacturing, Duration: 60 months

Role: Service Delivery Manager

Team Size - 45.

- ❖ Monitor process performance through internal KPIs, CPIs and Identify process bottlenecks and improvement opportunities
- ❖ Support the Operations Teams on ITIL process modules
- ❖ Manage the SLA's and negotiation on the Penalty calculation with the Customer
- ❖ Identify improvement areas and implement adequate measures to enrich customer satisfaction
- ❖ Agile mode of delivery has been practiced
- ❖ Valuable RCA to be delivery on each Major situations
- ❖ Involving strategy planning & business reviews
- ❖ Building subject-matter-expertise on programs/applications and supporting business & operations in defining processes & best practices
- ❖ Transitioning and supporting infrastructure in "Business As Usual" Mode and ensuring high levels of customer satisfaction
- ❖ Complex Technology Procurement: Delivering large-scale, complex procurement programmers with a focus on technology transformation.

Company: IBM, Chennai,
Domain: Manufacturing Duration: 36 months
Role: Subject matter Expert
Team Size - 15.

- Support as a domino Team lead and managed 15 members of team.
- Involve in couple of transitions with other projects in critical situation
- Develop, maintain & own **Service** Quality Plan/**Service** Improvement Plan
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- Establishes agile teams and ensures the availability throughout the project
- Runs regular team meetings and ensures any blockers or issues are resolved
- Ensures open, productive, motivating atmosphere within the project team
- Periodic review of team members and provided on time training
- Quality RCAs, analysis on issues, details reports to the customer and management
- Planning the patches, APARs, upgrades on time
- Follow the process in Incident, change and problem management.
- To manage and mentor the technical support team.

Company: CSS Chennai,
Domain: Health Care Duration: 27months
Role: Team Leader / SME

- Functioned as Technical lead to the Lotus Notes Project and SPOC for global customer support for Domino Messaging & Domino collaboration tools.
- Participating the hiring and evaluation process for all team members. Developing and proactively focusing on team effectiveness
- Prioritizing client request, issues, and enhancements to appropriately reflect business needs
- Mentoring high potential team members. Administrating & Maintenance of Lotus Domino Mail servers on Solaris platform, Application & Sametime servers in windows platform
- Supporting Lotus Notes/Domino (L2/L3), Sametime 8.5 & BES for Domino.
- Monitor Mail/App servers through GSX Monitoring
- Cluster analysis, replication issues log scanning reports generating by using Powertools and taking corrective actions.
- Handling L1 service desk escalated issues related to Lotus Notes end users.
- Handled tickets like database corruption, replication issues, mailbox corruption, & views corruptions etc
- Handle server crashes, server hangs and Analyse NSD's and prepare RCA and send to client
- Perform offline Server maintenance task in weekends
- Have Been a part of the team which performed up gradation of Lotus Domino 851 to 852
- Have raised PMR's in IBM site and interact with IBM engineer for server hang/crash permanent fix

Previous Employment:-

- GBM, Bahrain - Client: GPIC, Bahrain Duration: 3 months

- Minvesta InfoTech Ltd. Duration: 27months
- Wipro Technology, Chennai. Duration: 13months
- Foster Wheeler India P Ltd., Chennai. Duration: 8 months
- ADC Technologies International P Ltd., Singapore. Duration: 6 months
- Spartek Ceramic India Ltd., Chennai. Duration: 28 months
- Henkel SPIC India Ltd, Chennai. Duration: 33 months

ACADEMIC CREDENTIALS

- *Master of Computer Applications (MCA) – SIVET College, Chennai – (1997-2000)*
- *Bachelor of Mathematics (B.Sc-Maths) – SINDHI College, Chennai – (1994-1997)*

CERTIFICATIONS

- IBM Certified System Administrator – Lotus Notes & Domino 7 - (2007)
- IBM Certified System Administrator – Lotus Notes & Domino 6 /6.5 – (2006)
- Information Technology Infrastructure Library – ITIL V3 – (2011)
- ASM EXIN Agile Scrum Master – ASM (2018)
- PRINCE2 Foundation Certificate in Project Management – PeopleCert (2018)
- SIAM EXIN BCS Foundation – (2018)
- Information Technology Infrastructure Library – ITIL V4 (2021)

PERSONAL DETAILS

Name	: P.N.Padmanaban
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