Mohammed Feroze K

| SERVICE DELIVERY MANAGEMENT | PROJECT MANAGEMENT | STRATEGIC LEADERSHIP |

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👤 Profile Summary

- Result-driven professional with over **15 years of experience** in **Project Management through Kanban & Scrum, PMP Process, SharePoint Administration**
- Have great exposure in productive design & implementation of ServiceNow and been a **Transition Manager** covering with Global team from different aspects
- Gained extensive exposure through travelling to **US for training and IT business & IT conferences, also involved in transitioning lot of project in the initial phase.**
- Created & implemented KPI's for the team betterment and implemented lot of process like quality audit, knowledge based articles development.
- Proficiency in **transitioning process operations entailing mapping of business processes** and studying requirements, designing, **implementing and transitioning, processes, solutions in line with the guidelines** specified by clients; effective in ensuring business functionality & enhancement of competitive advantage
- Vast experience with regards to **IT Asset management** based on Business requirements and ensuring seamless support being provided according to the growth of the company. This includes product identification, proposal docs creation, vendor management, software asset inventory, hardware asset inventory, rules for Service catalogue.
- Key role played with regards to **IT Security & Compliance** controls in place to ensure all IT systems are under proper control with necessary measures.
- Capabilities in **coordinating with internal & external customers** for running successful operations; experience of **implementing procedures and service standards for operations excellence**
- Capabilities in managing the team in designing, delivering & driving global IAM projects.
- Worked in Multi factor authentication design, modelling & implementation.
- Planning in the initial stage of Transition involving understanding project requirements by demonstrating mastery of the process competency principles & practices.
- Played an active role as **Project Manager** in all IT Infra and Service Delivery projects as part of the work profile.
- Excellent in managing **customer centric operations & ensuring customer satisfaction by achieving delivery** & **service quality norms**; tending to clients' complaints and undertaking steps for effectively resolving them
- Been a **Leader** in creating road maps for the teams, helping them to achieve their KPI's, motivate and creating positive vibes, conflict management and ensure work life balance is there for all team members with relevant guidance & support.

🎓 Academic Details

📅 2006
BE Electronics & Communication Engineering
Tamil Nadu College of Engineering

🎯 Job Objective

|| Service Delivery Management ~ Project / Program Management ||

Expertise in blending creative intellect and sharp planning skills for managing business operations and meeting top & bottom-line objectives; targeting assignments **in Service Delivery Management, Project Management**

⚙ Key Impact Areas

- Project Management
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- Service Delivery Management
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- SharePoint/ServiceNow
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- IT Asset Management
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- IT Operations / Process Management
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- Automation / Change Management
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- Incident Management
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- Team Building & Leadership
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-Mobile Application
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-Website Creation
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👥 Soft Skills

Communicator
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Collaborator
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Innovator/ Analytical
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Certifications

- Completed certification in:
  - ITIL V3 Foundation
  - ITIL V4 Service Management
  - Windows 8
  - Six Sigma Yellow Belt
  - Prince 2

Technical Skills

Package: Active Directory, MS Exchange Server, UNIX(UPM), SAP(UPM), Service Now System Admin, O365
Operating Systems: Windows XP, Vista, 7, Mac, Windows 10
Database Tools: Active Directory, Nimsoft, Oracle
Other: Bomgar, WebEx, Lync, Fog light, Gomez (monitoring tools), Service Now System, SharePoint Administrator, SCCM, MS Exchange Server, MS Lync, UNIX and Linux and Sales Force, Qualys, Symantec Cyber Security
Platforms Worked: Active directory, Microsoft exchange server 2010, Lync, Linux server, Siebel, CRM, Woosh, UNIX, SAP, Notes, Sales force & RSA Computer Networking
Devices: NComputing, Thinclient

Career Timeline

HCL Technologies BPO Services	Assistanz Technology Pvt. Ltd.	Cognizant Technology Solution	McWane Pvt. Ltd.	Guidehouse India Private Limited
Technical Support Officer	Senior Support Engineer	Team Lead	Manager of IT – Service Desk	Senior Manager – IT Service Desk
Aug'06-Dec'07	Jan'07 – Sep'09	Sep'09-May'15	May'15-Jul'17	Since Jul'17

Organizational Experience

Since Jul'17 with Guidehouse India Private Limited as Senior Manager – IT Service Desk (India & Global)

Identity & Access Management: Active Directory, MS Exchange Server, Lync
IT Asset Management: Managed overall 3000+ devices (Desktop & Laptops), CCTV Systems(NVR), Backup Server
Monitoring: PRTG, CCTV
BCP Activities: Yearly once BCP plan is actioned as per Organizational norms
Operating System: Windows 10 / XP / Vista / WIN7 / WIN8
Ticketing Tools: Service Now
Remote support Tools: Bomgar, Log Me In
Devices: NComputing, Thin Client
Other: Trend Micro, Lansweeper, Maven link, Website Creation, Mobile Application, SCCM, Qualys & Symantec Cyber Security

Key Result Areas:

- Deploying various methodologies to analyze processes, recommending modifications to minimize escalations, reduce rejection, realize operational efficiencies, control variability, costs & reduce cycle-time
- Managing IT Assets effectively by ensuring timely assets are being hand over to all employees based on requirements. IT Infrastructure aging being presented to Global team on a weekly basis. Timely maintenance of IT assets and necessary hardware refreshment projects has been initiated & completed as per IT Security & Compliance norms. Being very proactive planning & meeting the requirements based on the projections from Business Operations.
- Directing, leading and motivating teams; imparting continuous trainings for accomplishing greater operational effectiveness and efficiency
- Worked as a Project Manager handling projects using Maven link & ServiceNow tools to track down from start to closure.
- Handled projects such as complete Infrastructure restructuring, Mitigation of vulnerabilities, Application updates through SCCM. Handled projects in large scale as well as small scale by adhering proper procedures as per PMP scope.
- Reviewing and analyzing the effectiveness and efficiency of existing systems and developing strategies for improving or further leveraging these systems
- Evaluating the effectiveness of incident management, Service catalogue, problem management, change management and making recommendations for improvement
- Been a part of creating policies and making necessary changes as part of yearly exercise by aligning with IT Security & Compliance.
- Maintaining Quality of work handled by the team members by ensuring regular ticket audits in place and giving one on one feedback to all team members.
- Supervising Complaint Management involving addressing all escalations and resolving them within the specified Turnaround Time (TAT)
- Implemented different tools for vulnerability reporting and ensuring that vulnerability mitigation is done by ensuring necessary updates are being placed in all systems & servers.
- Setting up targets, SOP & SLA, setting and maintaining CTQ (Critical to Quality) / CTP (Critical to Process) targets, KPI's and road maps / goals setting
- Conducted several trainings to develop and enhance the skill set of team members at regular intervals. Given opportunities to make the team to do presentations on Technical advancements to build up the confidence in all means
- Resolving Exchange Infrastructure related issues found during implementation or migration
- Designing and initiating plans for migration and execution of Exchange Migration for the acquired companies

💼 Previous Experience

May'15-Jul'17 with McWane Pvt. Ltd., (India & Global) as Manager of IT – Service Desk

Technology Used:
Identity & Access Management: Active Directory, MS Exchange Server, Lync
Monitoring: Solar Winds
Operating System: Windows 10/Windows XP/Vista/WIN7, WIN8
Ticketing Tools: BMC, Service Now
Remote support Tools: Bomgar
Other: Trend Micro, SharePoint Administrator Website Creation, Mobile Application
Travel: Travelled to US for Service Now Knowledge 16 Conference & for Business Purpose

Oct'09-May'15 with Cognizant Technology Solution as Team Lead

Technology Used:
Identity & Access Management: Active Directory, MS Exchange Server, Lync, SAP(UPM), UNIX(UPM)
Monitoring: Fog Light, Gomez
Operating System: Windows XP/Vista/WIN7
Ticketing Tools: Nimsoft, On Target
Remote support Tools: Bomgar
Other: Sales force, BES, RSA, Notes, AS400, RDP Servers

Jan'07 – Sep'09 with Assistanz Technology Pvt. Ltd. as Senior Support Engineer

Technology Used:
Operating System: Windows XP/Vista
Platforms Worked: Linux server
Control Panels: Cpanel, Ensim and Plesk
Project Title: MD Webhosting

Aug'06-Dec'07 with HCL Technologies BPO Services as Technical Support Officer

Technology Used:
Operating System: Microsoft Windows XP/2000
Utilities & Tools: Microsoft Outlook, Outlook Express, Siebel
Project Name: British Telecom

Academic Project

Title: Color Image Segmentation Using K-Means Clustering Algorithm
Title: Siren Alarm – Electronic Circuits - BE

Extracurricular Activity

- Actively completed several paper presentations and conferred with several prizes at various colleges
- Possess keen interest in building mobile application; successfully completed 5-10 application in different areas as per the requirement
- Active person in physical fitness – Cycling, Yoga and sports such as Football
- Create videos regards to human welfare and self-improvisation

Personal Details

Date of Birth: 17th February 1984
Languages Known: English, Tamil and Malayalam
Address: 4B/15, Rose Garden 1st Street South Ukkadam, Coimbatore - 641001

(Please refer to annexure for project details)

Annexure

(Guidehouse India Private Limited)
Project Name: IT Service Desk (India & Global Operations)
Title: Senior Manager (Operations IT IS)
Description:
- Spearheading the team and managing activities like SLA, Reports, Monthly Deck, Team Performance, Appraisal Review, Service Now Launch & Configuration
- Maintaining Kanban Process, PMP – Project Management through ServiceNow
- IT Asset Management – Maintaining & managing all IT Assets
- Vulnerability Management: Mitigating all Vulnerabilities through SCCM and updating manually when it is required
- Identifying new scope of the projects thereby setting up new location with 1200 seaters
- Managing the CCTV implementation across different locations in India and ensuring the backup is being done on regular basis
- Administering the Melt Down & Spectre – Protection of Computers, Scientific Troubleshooting Methodology for Addressing Issues; providing training across division's IT across all locations globally
- Ensuring correct incident management, service request and change management is followed by team

(McWane Pvt. Ltd.)

Project Name: McWane Global Help Desk
Title: Manager (Operations IT IS)
Description:
- Provided training to all division's IT across all locations globally
- Sharing the mailbox and security group setup, service now system configuration, test scripts running and case studies
- Prepared daily dashboard with the metrics defined in SLA on regular basis
- Ensured correct incident management, service request and change management is followed by team

(Cognizant Technology Solution)

Project Name: HMH
Title: Technical Lead
Description:
- Managed the level 4 tickets by providing administrative access to server and special server WDCCFE account setup
- Maintained the remote connection setup BOMGAR user profile management
- Ensured the correct incident management, service request and change management is followed by team
- Presented monthly achievement & targets to client & internally CTS Managers and directors on monthly basis

Project Name: LN AUS
Title: Technical Lead
- Provided technical lead support to UNIX & FTK systems by managing level2 tickets
- Managed the tickets for issue fix thereby preparing PMR on monthly basis with the overall structure