**Sridhar Suri**

**12201 SW 91st**

**Miami, FL 33186 🕿:( 425) 985-2799 🖂:** **sridhar\_suri@hotmail.com**

**PROFILE SUMMARY**

Cloud & IT Operations, Program, Project Management, Global Service Desk, Data Centers

***Focus on Cloud & IT Operations, Program, Project Management, Global Service Desk, Technical Support/Quality/Processes/Business Enhancement and Account Management with*** 21+ years of progressive IT experience. Accomplished and integrity driven professional with strong focus and enormous success in Cloud & IT Operations Management and Service Delivery in Infrastructure Management Services. Recognized as a savvy leader with strengths in business processing, defining continues improvement processes, prudently managing human and financial resources.

CORE COMPETENCIES

* **Cloud & IT Operations • Global Service Desk Mag. • Team Building**
* **Data Centers • SOX compliance • Strategic Planning**
* **Problem Resolution • Leadership • Leadership**
* **Time Management • Risk Mang &Assessment • Decision Making**
* **Six Sigma • Process Improvement • Target Driven**

PROFESSIONAL SKILLS

* A technocrat with 21+ years’ experience in the areas of Cloud & IT Operations, Program, Project Management, Remote Infrastructure Management, Data Centre Operations, Global Service Desk management, IT Asset Management, Helpdesk Management and Technical Support in multi-cultural environment
* Technology leader with hands on expertise in taking business applications to cloud. Worked extensively in managing cloud services with an understanding of the ground realities in building and supporting cloud infrastructure from ground up.
* **Adept at managing Operations developing strategies & processes** by leveraging ITIL & Six Sigma practices with an eye on delivering exceptional customer experience. Successfully handled and directed IT operations through operational excellence.
* Experienced with Vendor Management, IT contracts, Budgeting & Forecasting requirements for IT infrastructure and proficient in project handling, implementation from scope management, effort & cost estimation.
* **Excellent communicator** with perseverance, creativity and reasoning ability to analyze complex cases and effectively handle emerging process problems.
* **Commendable leadership skills** coupled with effective interpersonal techniques that facilitate interaction with people of diverse cultural background across the organizational ladder and manage change with ease.
* Versatile and multi-skilled with **ability to manage multiple responsibilities simultaneously**; achieve defined goals, objectives and milestones.

PROFESSIONAL EXPERIENCE

**Sunera Technologies Inc, Miami FL Aug 2018-Present**

***Infrastructure and Cloud Consultant for TracFone Wireless Inc.***

**Scope of Responsibilities:**

* IT Infrastructure Assessment
  + Identify bottlenecks in the Infrastructure and Application performance
  + IT Operational Tools consolidation and rationalization
  + Develop ‘Single Pane of Glass’ to give an overall IT health
  + Review and recommended best practices of password policies across infrastructure and application layers
* Cloud Assessment of AWS & Oracle Cloud Infrastructure (OCI)
  + Detailed analysis of IT assets in terms of monitory value for cloud strategy
  + Developed 6R Application Migration strategy (Rehosting, Replatforming, Repurchasing, Re- architecting, Retain, Retain)
* CMDB implementation
  + Developed strategy for Service Now implementation with several modules incudes Discovery, ITSM, IPAM & ITAM

**Tech Mahindra Americas, Miami FL Aug 2017-Aug 2018**

***Group Manager-Service Delivery for Utilities (Oklahoma Gas & Electric [OG&E] & Next Era Energy* Subsidiary companies)**

Scope of Responsibilities: Accountable for IT managed services and special projects within utilities domain which include Office 365 migration, providing strategic technology roadmaps to enable OG&E and NEE’s plans towards cloud migrations. Security Compliance, IT Asset Discovery & Asset Management, CMDB upgrade and Smart IT

Key achievements –

* Enabled successful Office 365 migration which includes MS Exchange 2013, SharePoint 2013, Lync to Skye for Business, MS Office 2013 and One Drive
* Part of core strategy team in providing strategic technology roadmaps to enable OG&E and NEE’s plans towards cloud migrations
* Security Compliance and IT Asset Management with SCCM –
  + - Successfully implemented SCCM across OG&E including the DMZ environments automating the Security Patching process
    - Implemented SCCM Software metering module to manage Software licenses
    - Developed SCCM SSRS dashboards to help drive the compliance across the board
  + IT Asset Discovery with BMC Discovery and Remedy CMDB
    - Implemented an automated IT Asset Discovery using BMC Discovery tool with an on-demand & scheduled discovery and making sure Remedy CMDB is up-to-date
    - Developed an automated Reconciliation and Normalization process of IT Assets to ensure data accuracy and consistency within CMDB
  + Smart IT
    - Implemented BMC Smart IT to help OG&Es Global Service Desk teams perform more efficiently in handling requests and incidents where by quick turnaround time and improved customer experience

**Tech Mahindra Americas, Seattle June 2012-Aug 2017**

***Group Manager-Service Delivery within Microsoft IT***

Scope of Responsibilities: Deploying mission critical applications of MSIT Finance, Treasury, HR and SESIT portfolios to Azure cloud. Operational support for world’s largest private cloud “Nebula”. Accountable for managing multiple projects within Microsoft IT (SDO, Finance, Treasury, HR and SESIT) with a service scope of ~48K servers, ~200 applications & 65+ IT Professionals. Ensure the information systems and the review structure for SLAs and client satisfaction are in place and effectively used. Ensures and monitors that processes are in place to pro-actively protect consistent service quality through rigorous management of change control and acceptance into service procedures in line with clients Service Delivery governance guidance. Oversees the integration of all service delivery units and constantly improves the quality and inter-working of the whole ‘virtual’ service team, including other client service partners and suppliers to ensure a seamless end-to-end delivery of service for clients. Motivates, develops and mentors other service delivery employees and managers where relevant. Co-ordinate with Business Group Heads & Delivery Heads to ensure that Tech Mahindra has Risk Mitigation plans for Delivery across all customers

**Key achievements –**

* Successfully migrated ~150 critical Finance IT applications hosted on ~ 3500 on premise servers to Azure (IaaS) after setting up VMs on to the Azure cloud.
* Built with ASP.Net 4.5 and hosted in an on premise data center.
* Uses a standard Microsoft SQL Server 2012 database for storing application data hosted on a Windows Server 2012 multi node clustered environment.
* Offered 24x7 operational support to the world’s largest private cloud “Nebula” enabling
* Inventory Management, Azure Automation, Reporting & Analytics, Service Health dashboards.
* Data Center Automation / Self Service Offerings –
  + - Feasibility check on automation of manual steps in pre/post check and implementation of change requests - reducing volume, turnaround time and human error.
    - Drive stakeholder meetings and implementation teams.
    - Automated 40% volume – resulted quality and human error free service
* Release / Build Management – App & Infra release management support-
  + - Release Management within MSIT
    - Automated manual steps increased efficiency (20%) and minimized human errors
    - Created Process KB resulted efficiency in implementation with zero defects
    - Driving Technical upgrade plans, communication, implementation and closure

**Project / Service Management-**

* + - Identify and analyze business requirement
    - Preparing project plan based on ITIL / industry best practice
    - Driving stakeholders sign off and communication throughout project cycle.
    - Driving discussion, sign off, implementation and communication on security bulletins.
    - Design, develop & monitor SLAs and KPIs for service operations
    - Define process and workflow for monitoring, investigation and escalation.
    - Define and create change control and exception processes.
    - Work with all stakeholders to define operations supports plan.
    - Performing the role of Subject Matter Expert to understand, expose and elevate the server foot print in the portfolio to the business
    - Helping customer to optimize their infrastructure needs and reduce cost of ownership
    - Own and run project initiatives across Service Development Operation Management engagement in parallel to avoid any delivery delays
    - Liaises with, and updates progress to project board/senior management
    - Leading, mentoring & assisting project / implementation teams.
    - Managing co-ordination of the partners and working groups engaged in project works.
    - Monitoring project progress, performance and resolving cross-functional issues.
    - Maintain customer satisfaction levels through stakeholder/service owner connect, obtaining feedback, bringing differentiator in services
    - Risk & Impact analysis and contingency plan at Project/Program level

**Security Patching-**

* + - Maintain monthly and yearly security patching calendars
    - Understanding of security bulletins & impact/ risks
    - Stakeholder discussion, sign off and communication
    - End to end planning of implementation, downtime and status communication.
    - Participate on security bulletins smoke testing
    - Participate in sharing feedback to security owner and other stakeholders.
    - Enable automation offering for self-patching feature
    - Drive emergency security bulletins based on timeline and priority
    - Ensure the right tools are made available for the execution team
    - Ensure the execution team member is well equipped in the technologies of patching
    - Making sure that patching plans are being executed adhering to change process
    - Be the technical contact for the execution team and help in resolving issues and / or provide guidelines
    - Be the eyes and ears of the stakeholder and maintain appropriate level of communication during execution phase of the plan.

**Data Center Migrations MMR (Move, Migrate and Retire)–**

* + - Prepare project plans based on ITIL and industry practice
    - Playing consultant role for migration plan for customers
    - Driving migration project for Windows 2003 to 2008 and 2008 to 2012
    - Driving DC migration as part of DC consolidation / Cloud on boarding
    - Driving Decommission of retired / EOL servers
    - Driving stakeholders sign off and communication throughout project cycle
    - Leading, mentoring & assisting implementation team
    - Driving continual service improvement to improve quality of service

**Configuration Management–**

* + - Coordination with all stakeholders on CI Management
    - Reconciliation of CIs to ensure completeness
    - Audit of CIs to ensure accuracy
    - Escalation point of contact for team and customer
    - Monitor and track CIO compliance dashboard
    - Analysis of server compliance, DPMO, security compliance
    - Prepare project charter / calendar for compliance improvement plan
    - Discuss and obtain sign off from customer / stakeholders
    - Problem Management – reduction of incident volume by 25%

**Training Programs attended at Tech Mahindra and previous organizations**

* **PMP prep ITIL V 3.0**
* **Six Sigma Green Belt Six Sigma Lean Methodology**
* **Full Life Cycle Leader Leadership Imperative**
* **Leadership Essentials Effective Feedback & 1x1**
* **Effective Coaching Motivating Others**
* **Business and Financial Management Time Management**
* **Effective Communication Global Business Leader**

**Academic/Professional Credentials**

**Masters in Information Technology-2003**

**Bachelor of Science (Maths, Physics and Chemistry) - 1993**

**Certifications**

* Microsoft Certified Systems Administrator (MCSA)
* ITIL V3 foundation
* Six Sigma Green Belt Certified

**Work authorization:**

* Permanent Resident since 2018