

ANAND KRISHNAMURTHY

# 27/3,6<sup>th</sup> Main,9<sup>st</sup> Cross,  
N.R. Colony,  
Bangalore- 560 019.  
Mobile no. 9945152661  
Email - anandsib@gmail.com

### **Career Snapshot**

- ITIL Expert & Prince2 professional with more than 15 years of experience in IT Service Management, Database Services Support , Service Transition Planning and Team Management.
- Professional in managing & leading teams for running effective service operations & experience of developing procedures, service standards for achieving business excellence.
- Having good knowledge on mapping client's requirements, customizing specific solutions for business process monitoring activities remotely.
- Strong problem solving skills coupled with confident decision making for enabling effective solutions leading to high customer satisfaction and low operational costs.
- Specialized on Business Continuity Planning and applying Lean concepts to eliminate waste and redundant efforts

### **PRESENT ASSIGNMENT:**

**Sr. Technical Leader for M/s IMS Health, Bangalore** from February 2015

Leading Technical Operations team involved in collating and providing resolutions for application related replication issues for CRM solutions for Pharma Domain clients

Specialized in managing stakeholders expectation across 100+ clients across Europe, APAC and US regions

Additionally holding responsibilities on Continuous Improvement Planning initiatives across the teams by identifying the pain areas and applying Lean Six Sigma concepts to reduce waste and process variation

### **WORK EXPERIENCE :**

**Manager Infrastructure Services reporting to VP Infrastructure for M/s Software Paradigms InfoTech Pvt Ltd**, Mysore from July 2011 till June 2014

Primarily managing Infrastructure Services across the globe for SPI on below service towers

- End user Computing
- Network & Operational Support
- Data Centre Operations
- Business Process Monitoring
- Virtualization Services
- Messaging Solutions
- Database Administration Services
- Cloud Services

Also hold additional responsibility of managing Information Security Management System as Chief Information Security Officer (**CISO**) and have successfully completed recertification audits and effectively implemented internal audits and made the Org Compliant for ISO 27001:2005

Effectively involved in preparing IT Budgets, Vendor Management, Preparing Sales Proposals for Infrastructure Management Services

**Technical Leader for M/s SPI Financial Services Pvt Ltd**, Mysore from July 2010 to July 2011

Leading data management team involved in data loading activities pertaining to Financial Services of Retail Client for Recovery Audit Services, also responsible for maintaining streamlined database services.

Being a part of Service Implementation and Process Management Group, was actively involved in bringing in many process related guidelines and assist the management to implement the same.

**Project Leader for M/s Tesco Hindustan Service Centre Pvt Ltd** is the global services arm for Tesco PLC, third largest retailer  
From Nov 2007 till July 2010

Project Exposure : Retail Domain

Leading a Management Information System (MIS) Support team responsible for service delivery of Data Warehouse applications. The TESCO Data Warehouse is around 80 Terabytes in size and caters to a broad spectrum of user community which includes Analysts, Buyers, Store Managers, Suppliers and Senior Executives across the UK, ROI and all Group countries. Team also helps business users with analytics to derive business insight from huge volumes of data.

Primary focus was on bringing the ITIL compliance to the support process. I have successfully implemented Change Management & Service Introduction process to facilitate easy transition of new projects to support and bringing in stability to changes without impacting the business.

Other Responsibilities

- Resource management
- Managing Stakeholder expectations
- Scheduling System maintenance windows with vendors supporting the hardware/software
- Publish periodic program dashboards
- Service Review with all the Group Countries
- Incident and Problem management
- Collating key metrics for analysis and identifying problem areas
- Revisiting SLA and OLA with respective source systems and business users

- **TECHNICAL LEADER for M/s Cegedim Software India Pvt Ltd** formerly M/s Dendrite India.

From February 2007 till October 2007.

PROJECT EXPOSURE: Pharmaceutical and Life Science Domain.

Lead a Production Support team involved in Datawarehousing for two major SFA products having a market share of 46% in the world. Using ETL tools (Datastage), Sql

Loader and other SQL tools. Primarily focusing on data loads and data extraction for Pharmaceutical clients in Europe. Worked on different framework designed specifically to perform initial as well as ongoing data loads..

Partially responsible in developing Sql Procedures, Triggers and Packages for reporting and analysis works on Replication failures. Generating customized reports for respective clients as per the requirements specified. Resource Planning, Monitoring & Reporting was done during the project execution. Weekly status reports and utilization reports were prepared and sent to Operation Directors. Automation of daily checks and analysis was done for optimizing utilization time.

**- As TECHNICAL LEADER for M/s AZTECSOFT formerly Aztec Software & Technology Services Ltd.**

From June 2004 till January 2007.

**PROJECT EXPOSURE:** Pharmaceutical and Life Science Domain.

Worked on leading SFA products of the company involved in support activities for building interfaces as per the requirement for fulfilling the adhoc requests from clients.

**ONSITE EXPERIENCE:**

- From 03rd July 2004 to 01st August 2004  
Visited Client in UK for additional training on ETL tools.
- From 04th Dec 2004 to 19th Dec 2004  
Visited UK for obtaining additional information on new clients and was a part of the Service Team to perform the operational tasks that can be handled remotely from the ODC.
- From 2nd April 2005 to 24th June 2005  
Visited UK for additional training on new clients and was responsible for getting the new jobs to Offshore Development Centre in Bangalore

**- Software Engineer for M/s Softcorp.** Bangalore from Aug 2001 to May 2004.

**Responsibility**

Involved in the development of custom forms and reports for an in-house project (Customer Relation and Maintenance needs) Module includes -Customer Module, Material Acceptance, Delivery Forms linked to Inventory control module, Custom made Reports.

**- Programmer for M/s Sneha Dot Com.** Bangalore

Since Jan 2000 to Aug 2001.

**Area of Exposure:-**

Design, Development and Maintenance of Application system using Oracle 8.0 and its tools. On Special Assignment to M/s Wipro Ge Medicals. Bangalore , (from Dec 2000 to Feb 2001) attended to the primary Trouble shooting and providing solutions for a H.R. Package. Wrote pl/sql procedures and functions for updates and transactions.

**QUALIFICATION:**

- Master of Commerce (M.Com)  
1999-2000 KSOU Mysore

**CERTIFICATIONS**

- ITIL Expert in IT Service Management
- TUV Certified Internal Auditor on ISO 27001
- TUV Certified ISO 27001 Implementation

**PERSONAL DETAILS**

FATHERS' NAME

- Late K .S. Krishna Murthy

AGE & DATE OF BIRTH

- 40 Years / 4th Feb 1975

Passport no

- Z2226026 issued in Bangalore.

Date of Expiry

- 15-05-2021

Visa Status

- B1 for USA till June 2021