Karthikeyan Siddhun

**IT Service Management - Project Management - Program Management –
New Service/Product Implementation/Software Deployments in
Datacentre Environments**
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Key Skills

Project Management

Program Management

ITIL Management

IT Service Management

Product Deployment

Network Operations

Customer Satisfaction

Vendor Management

Team Management

Cloud Services

Result-oriented professional with a proven record of achievement in conceiving & implementing effective ideas; targeting top level assignments in IDC Infrastructure Management/Software Deployments/ IT Service Management / Project/Program Management /Software Deployments in Datacentre Environments with a leading organization of reputation.

Location Preference: **Mumbai/New Mumbai**

Profile Summary

Total Experience – 22+ years

- **Microsoft Cloud Azure Architect Technologies** and **ITIL V1, V2 certified professional with over 20+ years of experience in IT Service Management,** SLA Management, Problem Management, Change Management
- **Forward-focused Programme (Program) Manager** with expertise in concepts of end-to-end project planning and implementation from scope management, to activity sequencing, effort & cost estimation, risk analysis to quality management
- **Successfully managed the risks and issues that might and do arise over the course of the program life cycle,** as well as take measures to correct them when they occur
- **Expertise in managing entire IT Projects** including scheduling & negotiation with clients as per SLAs & OLAs balancing work distribution to meet project deliverables as per quality & time norms
- **Communicated with both the IT external customer community** as well as internal customers within the IT department for the incidents reported to the Service Desk for prompt resolution
- **Capable in defining service standards and ITIL based guidelines that serve as benchmark for excellent service delivery** thereby contributing towards ameliorated service revenue generation; monitored, reviewed SLAs and ensured timely closure of priority tickets
- Knowledge of Project management and Product development, with Automation capability to translate technical features into value propositions, under SDLC, ITIL, PMP, eTOM process frameworks, Cloud DevOps frameworks.

Work Experience

Gactel Turnkey Projects Ltd, Mumbai   **Aug'19 to till date**
IT Consultancy & Services
Senior Technical Program Manager

Key Result Areas:

- Understanding & managing AI/ML platform or data platform programs development & deployment as per User Business requirements (UBR)
- Understanding of DevOps Architecture and 7 phases Framework, AI product lifecycles (RAG, LLM Models applications, pipelines). Experience working in large-scale consumer or platform organizations.
- Providing Technical consultation and **delivering deployment of complex IT software like SAP, ServiceNow, Remedy**, with Database management solutions for clients with partnering with relevant SMEs in **Hybrid-Cloud environments.**
- Involved in creating project plans phase-wise and doing periodic analyses leading to successful completion of projects from **E2E (End to End) projects management including EoP (End of Products/Services – Life cycle) with AMC Agreement, SLA Agreements with SME and OLAs with Operations team including Automation to improve productivity and efficiency.**
- Receiving proposals from Vendors and validating it with In-house team lead capabilities, finding the process gaps, fulfilling with governance advices inline to **ITIL – Framework compliance in Incident/Change/Configuration/Service Transition management.**
- Presenting executive-level recommendations with Industry standard practices to be followed, implemented in client's organizations, forming strategy that led to improved **CSAT (customer satisfaction), removing conflicts between cross functional teams within organization.**
- Facilitated Business Process Improvement initiatives that resulted in a **40% reduction in project timelines.**

Reliance Rjio Info Comm Ltd., New Mumbai   **May'15 to June'19**
Deputy General Manager
Technical Program Manager - PMO IDC

Key Result Areas:
- **Projects Software Deployment** : Implementation of **BSS/OSS deployments for Billing and Online Charging System (OCS)** involving software applications like Online Mediation, Passive Mediation with ORACLE RAC 12G Database Instances, across Mumbai and PAN India AG3 locations of RJio Data Centers.
- **BSS (Business Support System) includes SAPCC, SAP CRM** are deployed and made them functional after due testing before handing over to production or operationalization.
- Projects executed under the framework of SDLC, PMP, Agile frameworks.
- Performing **project planning** with making required materials availability at local and remote AG3 locations, as per Solution Design HLD and LLD documents.
- Managing **multiple stakeholders and fulfilling the business requirements on time to business units**, resolving conflicts and provide resolution for projects completion.
- **Presenting Plan of Actions (WBS)** to Management before project execution with timelines, expected date of delivery from project Stakeholders.
- Expertise in Project Plan, execute, monitor, control, and close all aspects of the project lifecycle.
- I have ensured stakeholder change, communication plans and engagements are developed and executed in timely manner.
- **Projects Infrastructure** : Executing **projects for Primary and DR setup, with clustering manageability on Billing and Payment system**, JioMoney which is under SMC (Super Mission Critical) category of Business Unit and other mobile Apps like Jio Play, JioMedia, JioDrive, JioChat, JioJoin
- Handled a team of project members assigning the tasks, procedures, workflow and tools for all deliverables, **delegating & supporting them** for client projects till completion.
- Receiving sign-off on project execution phase **RACI matrix from involved stakeholders on the project before execution.**
- **Verifying the material and resource availability for execution and providing periodic updates with risks,** challenges foreseen and mitigation procedures
- Delivering implementation projects to application software deployment with storage and clustering, **providing E2E support from IDC Operations;** managing multiple projects using PMP methodology company's requirements
- **Analysing pre-requisites before project planning and execution** with respect to Scope of the projects, with risk mitigation, value delivery, cost and quality, Cluster nodes specifications, for project completion.
- Apply the right terminology, metrics, and calculations relevant to business-specific measures and KPIs, such as return on investment (ROI), for each and every projects End to End.

- **Conducting UAT (User Acceptance Test) for the developed software modules (prototypes)** before production deployment
- Supporting implementation process with SDLC framework, Agile framework for the web enabled software services with risk mitigation, value delivery, cost, and quality.
- Handling Projects in the nature **with proactively analyse risks, escalate quickly to management** and **avoid project time delays.**
- Followed **IT control /Assurance mythologies under ITIL framework,** standards and processes including architecture, information sharing and transition to support.
- Well Experienced in fresh implementation, **data migration, Infra upgradation and asset management applications,** information security application deployments projects completion.

Tata Communications Ltd., Mumbai   Jan'08-Jan'13
Manager – Service Excellence

Key Result Areas:
- Managing Service Excellence team
  - Team is responsible for **Managing Multiple Projects** to support and completing feature development activities involved in **"New Service Realization"** and **"Existing Service Enhancements"** under Managed Services (MSP – Managed Service Provider division) **in India & International Datacentres.**
    - **Following Projects are handled End to End in New Service Realization :-**
      - Hosting and Storage Service (MHS),using NetApp Storage
      - Server Clustering, using Veritas Cluster Service
      - Backup Service , using Veritas NetBackup software
      - Load balancer, using f5 device
      - Virtualization, VMware vSphere 4.0
      - DBA Database Administration, Oracle 10i,MSSQL2005/2008,MySQLEnterprise Edition
      - Firewall, using FortiGate Device
      - Security Services(MSS) like Managed Firewall, Managed VProxy
- **Projects for Product Development**   : TCL Product Management portfolio for Clients requirement introducing "Usage Based Billing" in "Managed Backup Service" in MHS and "Two Factor Authentication Service" in MSS
- **Defined NPI, EOF, Quote to Cash Process** for the various cross functions and **interlocks between stakeholders** as per ITIL Service management and eTOM model
- **Projects handled** from creation of **Client's UBR (User Business Requirements), Scope Definition, Creation for OSS/BSS** (Operations System Support/Business Support System) **Geneva billing requirements, E2E (End to End) for development & implementation of BMC , Remedy for Operations support, OTS for CRM B2C interface**
- Created forms, checklists, provisioning templates, **RACI Charts, Escalation matrix which are necessary for service provisioning, service transition, for other project managers, mainly used for service handover to operations**
- Ensured the Service readiness from **Customer Order Form (COF) to all Systems (SFDC, Vizznet, OSS/BSS, Liferay, M6, Geneva Billing system) readiness involved in Customer Order Processing, Execution, Operations, Assurance and Billing**
- Drove service planning exercises pro-actively and timely manner aligning to corporate business needs
- **Projects Prerequisite Analysis**   : Conducted POC (Proof of concepts) before infrastructure deployment, and Dry-run tests, UAT's with various scenarios during the new service design and roll-out in our organization
- Documented the **Process and Technical Service Description (TSD)** on **the new products development and providing training to Sales Support and Solution Architect teams**, explaining the pre-requisites and limitations of implemented service on Datacentre Infrastructure

Highlights:

- **Projects Data Migration**   : Steered efforts in managing data migration project successfully from Legacy (Vizznet) application to SFDC, OSS/BSS, Geneva billing system with clear understandings of **existing client base and accounting procedures with OSS/BSS Architecture and database.**
- **Projects New Products Launch**   : Launched all the **Product/Services in Global Managed Services Provider Division** under "eTOM - Business Process Framework" and "ITIL V3 framework", including doing Gap analysis and Management of existing workflow, deliverables of all stakeholders engaged in the projects.
- **Project on IAAS (Infrastructure As A Service)** : **Cloud Architecture Implementation** using Xen Hypervisor, VMOps cloud stack and Configuration Project at Hyderabad, Chennai IDC and documented the configuration parameters on Dell Blade Servers, Switch and Equalogic Storages connectivity with FortiGate Firewall for Client of TCL

Eclerx Services Pvt. Ltd., Mumbai   Jan'07-Jan'08
Associate Process Manager

Highlights:
- Led a team and responsible **for "Problem Management" inter-functional activities in IT division and evaluated tools, systems**
- **Projects on Evaluation/UAT for Banking clients:** Evaluated Forigate Firewall with Multi WAN – Failover and Round robin, NAT features with Watchguard Firewall products for corporate benefits
- **Project Software Deployment   :** Deployed and configured Microsoft operations Manager 2005, Systems Management Server 2003 for 3 locations. Upgraded Windows update services Server (WSUS) from version 2.5 to 3
- **Project Implementation   :** Handled on Setting up Managed Exchange 2003 Server, with Veritas backup and defragmentation scheduled maintenance, automation processes all over main and branch offices.
- **Projects Infra Upgradation   :** Infra has to be Improved Domain wide GPO (Global Group Policy) restrictions
- **Projects On Network Security for Banking Clients** : Performed Vulnerability Assessment and Patching periodically on Windows Servers using Linux based Nessus ver3.06 server and client tool.

Previous Experience

CGG India Ltd., Mumbai   **Nov'04-Jan'07**
Sr. IT Specialist

Shapoorji Pallonji and Co. Ltd., Mumbai   **Feb'03-Nov'04**
Assistant Manager – IT

HouseOfCode India Pvt. Ltd., Mumbai   **Jan'00-Jan'03**
Network Administrator

Indian Express Bom Ltd., Mumbai   **Nov'98- Jan'00**
Electronic Engineer

Apex Computer Pvt. Ltd., Mumbai   **Jun'97-Jul'98**
Technical Support Engineer

Transline Info Tech Pvt. Ltd., Chennai, TN   **Jun'96-Jun'97**
Customer Support Engineer

Overseas Experience
- Technical Training in United Kingdom, on year 2004 for the following things:
  - "LSI Logic Storage Systems Implementation & Configuration" from Engineo, France
  - "Extreme Networks Layer III Switch – CLI (command line interface) Configuration and Basic Trouble shooting" from Extreme Networks, UK
  - "Cluster Configuration Part of Geocluster Software", a worldwide renowned Seismic Data Processing Client – Server Architecture based Software on Red Hat Linux Servers and Linux workstation

Education
- B.E (Electronics and Communication Engineering) from University of Madras, Tamil Nadu, India in 1996.

Certifications
- Training certificate on **"Microsoft Azure Architect Technologies (AZ-300)"** from Microsoft in Jan 2020.
- Training certificate on **"Project Management Professional Certification (PMP)"** from   TRIUMPHSYS in Feb year' 2011
- Training certificate on **"Cisco Unified Computing System - Architecture Overview – UCSAO"** from CISCO on Aug, year 2010
- **ITIL (Information Technology Infrastructure Library) V2 and V3** Certified.
- Trained on VMware's Virtualization Concepts on VSphere4.0 Platform on year 2010
- Linux Administration (General) Certification conducted by Brain bench test centre in 2003
- SUN Certified System Administration (SCSA) for Solaris Operating Environment 8.0, in 2002
- Certification of Participation in Fundamentals of Dockers & Kubernetes, from Scalar, in 2025
- Certification of Participation in Roadmap to AI, from Scalar, in 2025

Industry Experience
- Telco Industry (Reliance Jio Infocom, New Mumbai. Tata Communications Ltd, BKC, Mumbai)
- Oil & Gas   (CGG Veritas Ltd, UK and Powai, Mumbai)
- KPO , BPO Services – For Banking Services (eClerx Services Pvt Ltd, Ghatkopar, Mumbai)
- Civil Industry   (Shapoorji & Pallonji Co Ltd, Colaba, Mumbai)
- IT software Development Services (House of Code India Pvt Ltd, Seepz, Mumbai, Apex Computers Pvt Ltd, Andheri E, Mumbai)
- Print Media Services (Indian Express Bom Ltd, Nariman Point, Mumbai)

Personal Details
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