

Seeking leadership & management roles in STRATEGIC & OPERATIONAL PLANNING / SERVICE DELIVERY / IT OPERATIONS / INCIDENT MANAGEMENT with a leading IT organization.

## PROFFESIONAL ABRIDGMENT

A result oriented ITIL Practitioner with over 8 years of experience in:

Service Desk Operations	Incident Management	Broadcast Service
Admin Access Service	Crisis Management	Remote Technical Support
Problem Management	Critical User /Client Application Support	Process Implementation
Best Practices Implementation	Solution Design & Architecting	Systems Administration
Application Enhancements	Vendor Development	Asset Management
Budgeting	Project Delivery	IT Infrastructure

- ✧ Conceptualized the business vision and translated them into business goals; established practices in order to deliver innovative solutions to complex business problems.
- ✧ *A visionary technocrat with strong abilities in liaising with other functional heads for technology development to improve and execute plan, handling help desk operations and seeking strategies for increasing efficiencies and enhancing the Return on investment (Technology Space).*
- ✧ Domain expertise in: Consona, SCOM, SCCM, CA R12, UAT, MSM, Self Service, Automated Health Checkup Tool, Self Password Reset Portal and many other technologies for improvising productivity.
- ✧ Technical Skills entails:
  - ITIL, ITSM, Lean, Kaizen, Service Delivery – Incident Management, Service Desk, Automation and Basic Scripting.
  - Other Technologies includes Networking, Windows Server and Client, Scripting, MS Office, VIEX, BBR & Sitescope.
- ✧ Extensive experience in managing & delivering projects, conducting business analysis to determine requirements and planning for systems implementation at the enterprise scale.
- ✧ Demonstrated success in leading, motivating and mentoring cross-functional teams in multi-cultural and multi-facility environments in order to maximize levels of productivity; possess strong customer centric approach.
- ✧ An effective communicator with honed relationship, leadership, planning, coordination and analytical skills with ability to view the larger picture, taking business-critical decisions from the front to attain business/operational excellence.

## AREAS OF EXCELLENCE

### Strategic and Operational Planning

- ✧ Providing technology vision and publishing technology business plans in support of corporate objectives to grow revenue base and improve margins.
- ✧ Designing and applying solutions/policies that would meet or exceed functional, operational, performance, analytical and security requirements while minimizing technical risks in implementation.
- ✧ Preparing the budgets for the IT requirements, planning, designing and implementing services and identifying the procurement requirements of the capital goods requires.

### Programme Management / Service Delivery

- ✧ Spearheading complete portfolio of projects including cost budgeting, planning and execution of programs; providing inputs on the project strategy, budget, policies and major issue resolutions.

- ✧ Monitoring project progress and outstanding issues; ensuring the quality & timeliness of the deliverables; reporting on the project's progress and escalating issues.
- ✧ Maintaining the base for the IT assets and actively involving with the vendors for the purchase of Hardware & License.

#### IT Infrastructure Management

- ✧ Recommending IT infrastructure requirements and upgrading to ensure acceptable levels of Security, Disaster Management and Data Recovery plans.
- ✧ Establishing and running Data Centre infrastructure including sizing, configuration, bandwidth estimation, network management, load balancing, etc.; supervising the provisioning, installation and maintenance of new servers.
- ✧ Performing systems backups, restoring procedures, file replications and script management for servers; monitoring servers on a proactive basis for service interruption, server performance and backup failures.

#### Incident Management / Problem Management / Change Management

- ✧ Ensuring that the goals of the Incident Management process are achieved; restoring normal service as soon as possible based on customer perspective and within defined SLA.
- ✧ Detecting, logging, categorizing and prioritizing incidents and providing initial Incident Support.
- ✧ Closing incidents after verification from users; defining and planning separate procedures for major incidents; ensuring adherence to SLA and priority based management.
- ✧ VMware implementation, configuration, supporting.
- ✧ Active directory management.

### EXPERIENCE CHRONOLOGY

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Aug' 12 –till Date with Wipro InfoTech, Bangalore as Technical/Project Lead

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#### Handling Canara Bank DMS Project:

- ✧ Managing the team's performance of project tasks
- ✧ Managing the secure acceptance and approval of deliverables from the Project Sponsor and Stakeholders
- ✧ Managing communication, including status reporting, risk management, escalation of issues that cannot be resolved in the team
- ✧ Making sure the project is delivered in budget, on schedule, and within scope.
- ✧ Responsible for securing spending authority and resources for the project
- ✧ Acting as a vocal and visible champion, legitimizes the project's goals and objectives
- ✧ Participating in and/or lead project initiation; the development of the Project Charter
- ✧ Participating in project planning (high level) and the development of the Project Initiation Plan
- ✧ Providing support for the Project Manager; assists with major issues, problems, and policy conflicts; removes obstacles.
- ✧ Active participation in planning the scope; approves scope changes; signs off on major deliverables
- ✧ Managing signs off on approvals to proceed to each succeeding project phase
- ✧ Bringing information about the project back to the Customer community
- ✧ Testing the product or service the project is developing, using and evaluating it while providing feedback to the Project Team
- ✧ Providing additional products or services the project will require and are another member of the Project Team

Steering Committee responsibilities include the following:

- ✧ Provide interpretation of company or project vision, direction and execution of objectives.
- ✧ Provide project oversight and guidance on strategic issues and direction.
- ✧ Make decisions which can change project organization, project scope, or allocation of project funding.
- ✧ Ensure that the direction of the project continues to be in line with the original mission and goals set forth at the beginning of the project.
- ✧ Support the project team in the resolution of cross-functional areas.
- ✧ Keep informed of project status; ask questions to ensure accurate understanding.
- ✧ Deliver regular feedback to the project team on performance and expectations.
- ✧ Provide input for Project Leader and Project Manager periodic appraisal

Other specific responsibilities:

- ✧ Conduct or facilitate the Implementation Project Kick-off and Status meetings.
- ✧ Manage the customer relationship with the vendor.
- ✧ Confirm solid understanding of corporate objectives and expectations; if necessary, reset objectives and expectations.
- ✧ Approve the implementation schedule and project plan.
- ✧ Measurement of plan vs. actual with variance analysis.
- ✧ Continually monitor scope, time frame, budget and risk.
- ✧ Manage project resources to assure maximum efficiency, effectiveness and resource utilization.
- ✧ Manage consultants on project.
- ✧ Periodic risk management – project risks and people risks – and development of mitigating strategies. Significant or high impact risks should be addressed with the Executive Sponsor.
- ✧ Recognize change management issues and risks; develop recommendations and mitigating strategies.
- ✧ Periodically measure and confirm stakeholder, Executive Sponsor, Champion, Key User and System Administrator satisfaction.
- ✧ Project or Service Delivery - Accounts (in most instances to a Project, Support, or Programme Manager) for the production of deliverables according to agreed timescales, quality criteria, and budgets, to meet business objectives.
- ✧ Planning - Produces project plans and schedules. Plans the work of a small team or group to specified standards using appropriate tools
- ✧ Monitoring and Control - Monitors and reports on progress to appropriate managers, sponsors, and customers in accordance with reporting standards. Ensures that the project or service remains within the defined scope
- ✧ Risk and Issue Management - Diagnoses and evaluates potential risks and issues, highlights them to the appropriate manager, and executes plans to resolve them.
- ✧ Quality and Change Control - Applies relevant technical and management standards, methodologies, and tools in an intelligent and effective way. Implements change control processes. Implements configuration management processes, and ensures that they are adhered to.
- ✧ Stakeholder Management - Identifies and manages relationships with all stakeholders including third parties. Acts as the primary point of contact where agreed with the Project, Support, or Programme Manager.
- ✧ People Management - Supports the project organization by assigning roles, responsibilities, and accountabilities, prioritizing tasks, and organizing workflow. Manages third parties to ensure successful project execution.
- ✧ Financial Management - Where appropriate, participates in establishing the scope and budget of the project or service.

**Notable Highlights:**

- ✧ Honored with an award for the award titled People Champ for the initiatives taken for the team bonding activities carried out in the region and handling the HR activities for the team working at client site.
- ✧ Appointed as a Group Manager of a User Group Community, IT Pro which would facilitate information and technical knowledge of IT Professionals in Bangalore, by the contributions provided towards the UG.
- ✧ Played a stellar role in defining ITIL Process which involved management of Incident, Problem, Change, Availability, etc. for the health care clients and audit on the compliance level.
- ✧ Spearheaded the Six Sigma Projects on Alert Reduction, Automation of Manual Activities, Reports, etc.
- ✧ Actively involved in conducting weekly CAB meeting with key stakeholders and discussed on the latest technology, process changes and implementation on the environment.
- ✧ Holds the distinction of conducting the review of the RFC's raised by the different domains and authorized the RFC for implementation and ensured the implementation of the same effectively.
- ✧ Led the operations of a retail account with 14 Towers/domain and 100+ employees and the Company spread across 132 countries with a complex and diverse IT Environment.
- ✧ Addressed the risks like Internal Risks, Operational Risks, Customer Risks, and Transition Risks and mapped the same with business impact.
- ✧ Prepared the reports related to the SDR, SDP, Training Plan, Skill Matrix, MQ Audit Plan, RCA Tracker, SIP's, CSAT Analysis, etc.
- ✧ Served as a SPOC for Service Desk engagement, EUC, Database and Prod-Ops Tower which are the most critical towers in the system.
- ✧ Conducted root cause analysis of SLA Deviations and Priority 1 incidents with proper action plans implementation.
- ✧ Holds the merit of implementing new initiatives like:
  - Automated Health Checkup tool for PC's, Self Service Portal (including Password Reset), Complete Remote Support Model, K-Base (Knowledge Management), Pulse (To improve C-Sat and get complete history of user), i-Touch (Enabler for new tools), Minutes of Meeting tracker, Vendor Call Tracker, Skill based Mapping, etc.
  - IPCC, SCOM, Windows 7, CA Tools (R12 Unicenter, Remote Support Tool, Spectrum), Network Access Protection, Cisco Works Monitoring Tool, User Admin Tool, My Support Manager, etc.
- ✧ Registered a significant reduction of call due to Account Renewal, Team Lead for Kaizen – Reduction of calls due to Password Reset, Kaizen – Reduction of calls due to new Rollouts.
- ✧ Handled some of onshore team (UK & US) for the escalated issues.
- ✧ Holds the distinction of handling technologies, initiatives and solutions implemented in the team to new clients and successful transformation of visits into Business. (IHG, Hospira, Cisco, Origin, Schneider Electric, Aircel, etc.)
- ✧ Conducted Technical Audits on ISO 27001 & ISO20K and provided corrective measures with the team.
- ✧ Played a stellar role in conducting daily review on Engineers performance of all locations to ensure Engineers are meeting the target on call closure and review of pending tickets.
- ✧ Provided Remote Technical Support on all the Standard Software and Client Applications (SAP, Citrix etc).
- ✧ Addressed the escalated technical issues to various teams (Server, Network, and Data Security) in case of break downs in an effective manner.
- ✧ Provided training to the team on CCNA/AD and other technologies.
- ✧ User administration (setup and maintaining account)
- ✧ Maintaining system
- ✧ Verify that peripherals are working properly
- ✧ Quickly arrange repair for hardware in occasion of hardware failure
- ✧ Monitor system performance
- ✧ Create file systems
- ✧ Install software
- ✧ Create a backup and recovery policy

- ✧ Monitor network communication
- ✧ Update system as soon as new version of OS and application software comes out
- ✧ Implement the policies for the use of the computer system and network
- ✧ Setup security policies for users. A sysadmin must have a strong grasp of computer security (e.g. firewalls and intrusion detection systems).
- ✧ More than 8 years of experience in IT industry with experience in Server administration in various environments - Window 2000 & 2003 with Active Directory Services (AD, DNS, DHCP).
- ✧ Seven years' experience in Web Server Administration – IIS 5.0 / IIS 6.0
- ✧ Four years' experience in managing / supporting VMWARE servers (hosts and guests).
- ✧ Four years' experience in content management systems tools like Interwoven and Wansync.
- ✧ Four years' experience in supporting Redhat Linux servers (Apache, MySQL, FTP and Tomcat).
- ✧ One year experience in supporting Citrix Servers.
- ✧ Hands on experience on monitoring tools like NetIQ, Sitescope, HP SIM and Websense proxy servers, Netscaler load balancers, Legato Networker backup tool, installing and configuring Siteminder web agent and have VB scripting and WMI and batch scripting experience.
- ✧ Hands on experience on MS Exchange server 2003 and MS SQL server 2005/2008 administration.

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Sep' 06 – Aug' 08 with Unisys India, Bengaluru as System Analyst

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#### Key Highlights:

- ✧ Holds the merit of handling the installation and configuration of Servers and Routers.
- ✧ Addressed the issues related to the servers, networks and desktops.
- ✧ Played a stellar role in conducting the training on CCNA and MCSE and completed 16 batches of CCNA training with most of the candidates completing the certification.
- ✧ Used Remedy 6.0 (Action Request System) to track, resolve and escalate trouble tickets.
- ✧ Manage user and computer accounts using ADSIEit and NTDSUtil.
- ✧ Manage access to resources, design Group Scope and OU.
- ✧ Manage the user, computer environment by using Group Policy.
- ✧ Configure routing and remote access service.
- ✧ Manage and monitor DHCP, Allocate IP addressing by using DHCP, Design DHCP scope.
- ✧ Resolve host names by using DNS.
- ✧ Resolve network basic input / output system (Net BIOS) names by using WINS.
- ✧ Secure network traffic by using IPsec and certificates.
- ✧ Manage and monitor network access
- ✧ WMI and VB script coding.
- ✧ Administered and Configured MSSQL, SQL and IIS 6.0.
- ✧ Thorough understanding of TCP/IP, different protocols and OSI Model
- ✧ Lead and Implemented a Windows Deployment Service (WDS) Project, which automates PC imaging and resolved SID
- ✧ System Log issue on multiple Domain controllers.
- ✧ Administered CA Unicenter Desktop and Server Management (DSM – Software Delivery Solution)
- ✧ Administered Patchlink/Windows Software Update Services (WSUS – OS Update Delivery Solution)
- ✧ Cisco Switching Subnet LAN Security/VLAN/VTP/Trunk.
- ✧ indoors Server 2000 / 2003 administrations:
- ✧ Windows 2000 & 2003 Servers deployment and Configuration
- ✧ Managing Active directory, DNS and DHCP Servers.
- ✧ Managing HW issues – Vendor coordination
- ✧ Anti-Virus updates and MS Patches Management.
- ✧ Active Directory Services – Managing Users & Other Resource objects.
- ✧ Managing Cluster Services – Installation & Administration
- ✧ Managing file servers (MS Cluster servers) and print servers.
- ✧ Web Server Administration/Application support – IIS 5.0 / IIS 6.0:

- ✧ Managing IIS 5.0 / IIS 6.0 Web servers and hosted web sites.
- ✧ Planning and configuring new internal & external websites.
- ✧ Website content and application release management and creating Virtual directories.

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Jan' 06 – Jul' 06 with WDS Solution, Bangalore as System Administrator

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Oct' 05 – Dec' 05 with sunitech solution, Bangalore as System Administrator

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May' 05 – Sep' 05 with CSCS, Bangalore as System Administrator

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May' 04 – April' 05 with OSTPL software Ltd, Bangalore as System Administrator

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## ACADEMIC CREDENTIALS

- ✧ PG Diploma in Computer Applications from Rajiv Gandhi Institute of Technology Panna in 2004 with 82% marks.
- ✧ B.Com. from SHSG University Sagar MP in 2003 with 63% marks.

### Other Credentials:

- ✧ Certified on ITIL V3 OSA & SO
- ✧ ITIL Training Attended and Certified ( ITILV3,V2,OSA)
- ✧ Microsoft Certified (MCSA 2000 & MCSE 2003 ) ID: 3337218
- ✧ JCHNP – Jetking Certified Hardware & Networking Professional
- ✧ DCA - Diploma In Computer Application
- ✧ CCNA, CCNP Switching Certified.

## WORKSHOP ATTENDED

- ✧ Attended:
  - Workshop on Dale Carnegie “High Impact Presentation”.
  - PMP workshop for 4 days.

## PERSONAL DOSSIER

Address: SKS house, 42/1, 4<sup>th</sup> main, Ganganagar extension, R T nagar post Bangaluru-560032

Languages Known: English, Hindi

Date of Birth: 14<sup>th</sup> April 1982

Passport No. : G6909357

## PROJECT ANNEXURE

- Title:** BT STRADA  
**Description:** The project was undertaken for STRADA which is BT external Audit based on ITIL and ISO 20K. Completed the audit smoothly and obtained the approval for the same
- Title:** Shift Manager – Resource Optimization  
**Description:** The project was undertaken for the optimization of the resources to a larger extends via automation and process streamlining. Proactively implemented an initiative of Complete Remote Support Model and on call Support Model which facilitated the optimization of 27 resources across location. Provided Integrated Services of Monitoring and Crisis Management and removed duplication of activities. Holds the merit of improvisation of the productivity of the remote support team by 250% using skill based allocation.
- Title:** Group Policy Implementation  
**Description:** Played a stellar role in providing technical solutions to protect from security compliance and managed the same centrally.
- Title:** Incident Reduction Project on Server Management:  
**Description:** The project was undertaken for the reduction of the incidents from 0.71 calls/machine/month to 0.28 calls/machine/month using multiple capabilities. Holds merit of building various preventive maintenance tool, self-service option, my support manager, first time right installation check which would cater in improving the end user productivity there by C-Sat.
- Title:** Lean Project on Account Renewal  
**Description:** The project was undertaken for Account Renewal Process which involved logging service ticket and acquired the approval from the supervisor and coordinated with the Service Desk and routed a self-service option which in-turn reduced the call volume by 85%.
- Title:** Kaizen on Password Reset  
**Description:** The project was undertaken for password reset which involved Service Desk coordination as around 80% of the Voice Calls were for password reset which was converted as a self-service option using secret Q & A and or mail from there approver, hence it would result in the reduction in call volume.
- Title:** Lean Project on Call Management  
**Description:** The project was undertaken for catering the Service Desk which had a productivity of 12 which was improved to 30 calls/day using skill based allocation. Utilized voice mail tracker for tracking all voicemails and reverted to the same within a threshold time of 15 mins. To all the users. Daily Pending call drive using Visual Controls helped in reducing the calls from 1600 to 600 calls Average.
- Title:** Kaizen on Reduction of calls due to new Rollout  
**Description:** Played a stellar role in conducting quality event to reduce the incoming call flow post the new rollout which defined the effective means of communication and Self service options.
- Title:** Alert Reduction- KEDB  
**Description:** The project was undertaken for providing number of Alerts received by the team for around 30000+ on an average monthly basis, reduced the alert count by 20% and improved on the productivity of the Engineers. Utilized the techniques like DATA, Process the DATA; analyze the information and DATA, etc.

Title: Event Management Portal- Site scope

Description: The project was taken as an initiative for improvising the alerts for any event during any specific cause by automatically sending e-mails and the same also provides holistic view of the upcoming changes.