

SARAVANAN RATHINAM

IT MANAGER



PROFILE

As Emerging Director of Technology, overseeing the infrastructure of technical operations, managing a team of IT Employees, and tracking technology in order to achieve business goals, eliminating security risks, increasing user satisfaction and maintaining operations and systems.

Ensuring strategic capacity planning and determining Business requirements for IT SYSTEMs. Identifying and recommending new technology solutions. Overseeing departmental finances, including budgeting and forecasting and implementing executive policies.

CONTACT



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AWARDS

ACN Awards: Recognize top IT Talent – Oct 2009 – UAE

Reference: <http://www.itp.net/578136-acn-awards-recognise-top-it-talent?tab=photos&img=10>

MBA

ANNAMALAI UNIVERSITY - CHIDAMBARAM
2009 - 2011

BCA

KALINGA UNIVERSITY - RAIPUR
2002 – 2005

- ❖ ITIL Foundation certified – Peoplecert
- ❖ Project Management Professional (PMP) course completed from skill logic
- ❖ Lean Six sigma green belt course completed from Udemv
- ❖ Microsoft Certified Professional (MCP)
- ❖ Implementing and managing Microsoft exchange server 2000
- ❖ The Complete Agile Scrum Fundamental from Udemv

WORK EXPERIENCE

LOGIX HEALTH SOLUTION PVT LTD

Bangalore (India) - IT INFRA SUPPORT MANAGER

MARCH 2020 – TILL NOW

- Lead and Manage IT INFRA Department, Advise Country Head & Vice president in directing IT Infra Developments strategically to align with the Logix Health Standards /IT International Standards system
- Make the strategic planning and annual planning to improve the system and business applications.
- Support L1, L2 & L3 (30 FTEs)
- Managing Global service team remotely by mentoring, coaching & engaging
- First point of contact to all stakeholders
- Different type of metrics is in place to improve the service and balance the work life.
- (Functional metrics, Approval metrics, skill set metrics, Accessories metrics and so on)
- Prioritize high & critical incidents and escalate to concern team for support.
- Managing the annual budget, IT Procurement
- Develop and update IT Policies, IT regulations, IT documentation align with Logix Health (Process, Procedures, Work instructions, technical documents.....)
- Proactive approach towards service to get the best outcome

Key Skills:

Project Management
5 years of Experience

Scrum Master
Jira Certified

Infrastructure Management
15 Years of experience

Data Center Management
15 Years of Experience

Support Management
20 Years of Experience

Triage Incident Management
12 Years of Experience

Problem Management
4 Years of Experience

Change Management
5 years of Experience

Stakeholder & Communication Mgmt.
15 years of Experience

ITSM & Helpdesk
15 Years of Experience

NOC & SOC
10 Years of Experience

Executive Management
10 years of experience

Business Review, Solutions, forecast & IT
Road map
5 Years of Experience

Strategic Operation & Capacity Planning
5 Years of Experience

Budgeting, Contract Negotiations,
Procurement, Vendor Relations, Asset
Management
10 Years of Experience

BPO Service
15 Months of Experience

Contribution:

- Defining Goal Setting – KPI
- All Call Center applications, Coding application and other Payment reimbursement applications are taken care and make sure everything work well for 24x7
- SLA Management, Defining Achievable Benchmark
- Creating Monthly Matrix & Review every 3 months Benchmarking
- Achieved 35 out 35 benchmark in 8months time - Green
- Creating & Managing Control of Records (COR) & Risk Register, Run Book, Approval Matrix, Service logs, ITSM Handbook, Antivirus, Backup & Restore, Active Directory Management, Exchange management, IT Procurement
- Managing SOC, NOC, Network & Support team
- LEM, Secure works, Nessus & Veronus security management
- Update with technology trend
- Barracuda web filter, Sophos Antivirus Management
- Life Size, Mitel and VOIP Management
- Strategic operation, Planning, policy creation, IT road map
- Make sure of HIPAA Compliance for all users from IT Perspective
- Entire service desk process (Triage incident management, service request, change request & problem management) in terms of infrastructure.
- Asset & License Management
- ISO audit compliance
- Vendor management, Stakeholder management
- Infrastructure service delivery management
- Technical support to Server infrastructure, Network Infrastructure & Client Infrastructure

ZAMIL STEEL BUILDINGS - Vietnam IT Manager

May 2017–January 2020

- Associate of the lineup selected for the organization in Vietnam under the direct accountability of the General Director and CIO.
- Act as the infrastructure and development responsible person directly to the high command.
- Provide adequate evaluation and developmental measures for the entire IT development.
- Offer astonishing client coordination and make a professional and positive relation to All Stakeholder.
- Provide necessary input to development team, Database, Data Center and Network team for the effective Implementations.
- Work with 22 professionals by providing them proper management with the annual budget of USD 400,000.
- Have experienced dealing with 1500 consumers.
- Apply necessary features for budget cutback.

Soft Skills:

Agile Methodology

Scrum Certified

Jira certified

Trello

Kanban

MS Team & MS Planner

DMAIC Method

Why-Why Analysis

Cause & Effect Analysis

Root cause analysis (RCA)

Corrective Action Plan (CAP)

Presentation Skill

MS Office

Analysis

Time Management

Problem Solving

Self-Motivation

Leadership

Mentoring

Trusted Adviser

Team Building

Recruitment

People growth

Planning

Interpersonal

Networking

Responsibilities:

- IT Asset Management, Procurement & Budgeting
- Technical Architecture
- Avecto Administration, RIVERBED Administration
- SCCM & SCOM Administration
- Assign & evaluate KPI for IT team
- Create IT Policy and Procedure
- Build relationship with all internal and external Stakeholders
- Key Member in Change Advisory Board (CAB) meetings
- Analyze all operational cost of IT (CAPEX, OPEX)
- Analyze and Monitor the risk of any implementation
- Streamline all internal operation and optimize the benefit
- Project Demos, implementations, coordination's with each dept. for UAT and go live

Key Projects:

1. IT Application & Infrastructure Upgrade & Implementation (IT Datacenter)

Modules: E-Business Suit & INHOUSE Application & DB upgrade

Technology: Windows, VMware ESXi 6.7, AIX, UNIX and Linux, Oracle

Hardware: HP PROLIENTGL D10 (19 Virtual Server) IBM P822 IBM storwize, V5030 HP storage MSA 2040

Project Scale: Project Management team, Data Center Engineers, ERP Consultants, In-house Oracle development team members, DBA and External Stake holder (Oracle team, IBM team, VMware team & HP Team) and Helpdesk support.

2. Project Information System:

Modules: PIS – CRM Application

Description: All the information of the client details stored and the probability of winning the JOBS stored. Contract Information's Stored.

Technology: JAVA, ORACLE DB

Project Scale: Java team member, Sales Dept. & Customer Support dept. members

3. Contract Management System

Modules: Document Management App

Description: All Company Contracts are stored. Notification Mail will be sent 90days, 45 days, 20 days, 1 week and 1 day before contract end to the concern member or team

Technology: JAVA, ORACLE DB

Project Scale: Java Team members, Finance, Legal & Purchasing Dept.

4. Sales Force

Modules: Quotation Management System

Description: All Supplier Information Stored. Closed Bidding.

Project Scales: Sales Force Team, Finance, Purchasing dept.

5. HRMS – Absence Management

Modules: ERP – HCM, SELF SERVICE

Description: Absence Management, Time Attendance, Business Travel, Leave Approval, Employee Status Change Advice, Employee Contract Information

Project Scale: Finance & HR members, 2 HCM Team member

Languages:

Tamil - Native

English – Professional

Malayalam – Conversational

Hindi – Conversational

Vietnamese – Beginner

Hobby:

Travel

Movies

Volunteer

Other Projects & Implementation:

- Finance - Cost ledger, pay roll, Account payable, receivable, inventory
- Engineering- BOM, Document Management System (Bill of Material & file management app)
- Materials - In-house oracle system for receiving and issuing
- Manufacturing- ERP Manufacturing Module
- Maintenance - Planned Preventive Maintenance system (PPM)
- QC- Nonconformity Report system (NCR)
- Shipping - in house oracle logistic and shipping system (Real Time Invoicing)
- Implemented the structure cabling and Data center for the New Factories
- Implemented CCTV for 2 Different Factory
- Implemented Virtual Environment in Data Center and VDI
- Trend Micro Offices to be implemented in all branches (Saudi, UAE, India & Vietnam)
- Azure Microsoft 365 cloud
- Core Switch, Firewall & all edge switches are installed and configured
- Administration of System Center Operation Manager
- Administration of Exchange, DC, PROXY
- E-Business suit to oracle cloud.

Zamil Steel Building, UAE - Sr. Network Administrator cum Division IN charge

November 2006 - April 2017

- End to End Data center management, Network management, client infrastructure management & system administration

Zamil Industries, Saudi Arabia - Sr. Technical Support cum Branch IN charge

August 2001 - November 2006

- End to End Technical support for 2 factories

Nexus Computers, India - Customer Support Engineer

February 1999 – July 2001

Asset International, Starlight Institute of Information Technology - India

Faculty of network cum network administrator

May 1997 - February 1999

- Support ICT department
- Facilitate network and support for students and ICT staff
- Update and implement the technology as per education requirement
- Develop and support training for students and teachers.
- Taken classes for students and staff to update their knowledge in ICT Environment