

**PRADEEP RAMACHANDRAN**

**Service Delivery/Project Management/Team Lead, Technical Lead**

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# Key Skills Profile Summary

Service Delivery Management Project Management Datacenter Operations

Change & Incident Management



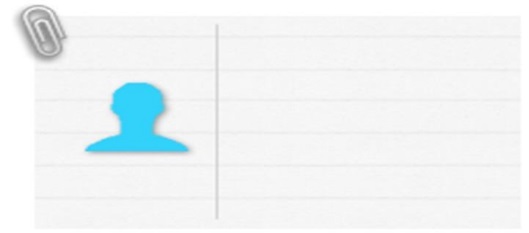
Stakeholder Management Process Improvement

IT Infrastructure Management



Training & Development Team Building & Leadership

**Performance-driven Professional with 15+ of Total IT experience and 7 years’ experience in Service Delivery Management, IT Infrastructure Management, Project Management, ITIL Operations, SLA Management, Process Enhancement and People Management.**



Soft Skills

Team player Communicator Innovator Planner Collaborative

* Directing productive cross-functional teams using interactive and motivational leadership that spurs people to willingly give excellent results.
* Manage End to End operations for the portfolio.
* Mange project team and maintain their motivation to deliver the project successfully.
* Proficient in mapping client’s requirements, custom designing solutions & troubleshooting for complex information systems management
* Swiftly completing projects with competent cross-functional skills and making sure on time deliverables within pre-set cost parameters.
* Demonstrated leadership and agent for driving change & Effective time management and organizational skills.
* Excellent management, interpersonal, communication, and organizational skills
* Track record of working different Data Centre Projects across the globe.
* Effective organization, documentation and planning skills that enhance team management and achieve departmental goals and objectives
* Driving implementation and improvement of Service Management processes to build consistency and quality throughout the services.
* Skilled in working with IBM xSeries Servers, HP Proliant Servers, Dell Servers, IBM Blade Servers, HP Blade Servers, VMWare Infrastructure, SAN..

# Certifications

* PRINCE2 Foundation & Practitioner
* ITIL v3 Foundation Exam from EXIN.
* Microsoft Certified Solutions Associate- Windows Server 2008(MCITP ID 6426990).
* Microsoft Certified Solutions Associate- Windows Server 2012.
* VMware Certification (VCP ID 28577).

 Career Timeline

* Presently working as a Service Delivery Manager at DXC Technology (Legacy HPE) since July 2016.
* Worked as a Sr. Systems Engineer at Thomson Reuters, Bangalore, and September 2009 to July 2016 (6 Years 10 Months).
* Worked as an IT Consultant in ITC InfoTech (I) Ltd, ITC Datacenter, and Bangalore. From July 2007 to Sept 2009.
* Worked as a Server management Engineer in Wipro Infotech Ltd, Mumbai & Bangalore from June2006 to July 2007.
* Worked as CSE in Omnitech Info solutions Ltd, Mumbai from June 2005 to May 2006

 Education

* 2016 **Executive Post Graduate Diploma in Project Management** **(EPGDM)** from Alliance University, Bangalore, Karnataka.
* 1998 – 2001 - Diploma in Computer from Model Polytechnic, Kottayam (3 Year Graduate Degree Managed by Department of Technical Education Board, Kerala).
* 2006: **BBA** Computer Applications with 63% from TNOU, Guindy, Tamilnadu (3-year Correspondence course).

# Work Experience

# **DXC Technology (Legacy HPE) Service Delivery Consultant – July 2016 to Present.**

# **Client -Deutsche Bank.**

# **Project FRCE- Datacenter customization and decommission**

# **Role- Delivery Manager**

# Responsible for adhering to PMO best practices, standards and framework for projects.

# Driving implementation and improvement of Service Management processes to build consistency and quality throughout the services

# Interact with Business and coordinate the migration and get details of decommissioning resources.

# Implement the Scope as per the REQ/NIS & Create schedule.

# Coordinate with the change management to Create changes and attend CAB & Raise Risk and Issues.

# Building relationships with key business and IT stakeholders and an understanding of key business processes to help facilitate the efficient running of the service delivery.

# Drive technology infrastructure from “current state to future state” with a focus on data Platform migration

# Manage multiple Wave Leads on smaller migrations or act as a Wave Lead on smaller migrations

* An excellent level of knowledge and understanding of operational risk frameworks
* Advise Business on potential risk, and manage Business & Program expectations
* Good Knowledge in Microsoft Excel, PowerPoint & Project skills.
* Communication mechanisms including migration status reports and dashboards, meeting agendas and minutes and executive reports and presentations
* Manage all migration plans and wave event planning (i.e., run books, execution plans) & reporting.

# **Project FRCE- Datacenter customization and decommission.**

# **Role- Project Lead - Wintel Platform.**

# Managing the Wintel server decommission team.

# We plan and execute the database, virtual and physical decommissions facilitate footprint reduction, space optimization at data centers and to facilitate complete DC Exits.

# Preparing the SOP documents.

# Driving and managing periodic shift/ projects level initiatives.

# Analysis of reports including process dashboards & team performance with monthly reports and initiating appropriate action plans.

# Drive employee engagement and staff development to foster efficient operations, collaboration and innovation.

# **Thomson Reuters International Services Pvt. Ltd, Senior Systems Engineer, Sept 2009 to July 2016 with, Bangalore (6 years 11 Months).**

# **Client – Thomson Reuters Market division (Internal IT support)**

# **Project – Datacenter Operation Team (DCO)**

* Remotely managed over 15000+ Wintel servers in TR datacenters across the globe.
* Participating with Monthly MS patching for DR and Production environment using IBM End point Manager.
* Handling Critical and Error related events and addressing with to permanent fix.
* Handling the Failover Cluster related issues and find out the root cause for cluster down.
* Incident Management: Resolve most technical incidents independently within technical area. Work with team members to resolve more complex or cross-technology incidents.
* Conducting service & change review meetings, regulating incident management, drive problem management (PIR) and do RCA, mitigation plans, evaluate CAB’s (Change Advisory Board).
* Creating and sustaining a dynamic environment that fosters the development opportunities and motivates the high performance amongst the team of 38 members for all global operational support related issues, wherein also representing the team for ISO Audits
* Collaborating with stakeholders while keeping them informed of progress and issues in order to manage expectations on all project requirements and deliverables
* Monitoring all the Power Maintenance Activities planned for our Data Centers across Globe.
* Involved in planning and prioritizing the workload of team, assigning staff to work on projects while conducting.

# Technical Skills

* Windows Server Series, MS Project, AWS, DevOps, MS Azure, LEAN and/or Six Sigma, Citrix, Patch link Server, Big Fix, IBM Tivoli Backup Solution, Symantec Netbackup, Avamar Backup, Big Fix, Trend Micro, McAfee ePo, SAN and so on…
* Ticketing Tools Worked on: ServiceNow (SNOW), HP Service Manager, CA Unicenter.

# Personal Details

* Date of Birth: 29th May 1981.
* Passport No.: M6790398.
* Contact Address: Flat No: 108, Block A, Sri Sai Acropolis, Naganathapura,Hosa Road, BLR-100
* Languages Known: English, Hindi and Malayalam.
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