# P Suryanarayana Raju

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| PROFESSIONAL SUMMARY |

* **Having 20+ years** of experience in implementation, administration and management of entire IT infrastructure including Network, Servers, Desktops, Applications, Telecom infrastructure.
* Managed Enterprise LAN/ WAN environment with Cisco/ 3COM / HP switches, Cisco/Nortel/Peplink Routers.
* Well versed in Designing and Deploying Windows based networks.
* Experience in defining and implementing IT Security Standards and Policies
* Played a key role in Disaster Recovery Management
* Held Systems Engineer, Systems Administrator, Assistant manager positions in M/s. VisualSoft Technologies Limited,

Held Manager, Sr. Manager – Network & Infrastructure positions in M/s CNO IT Services India Pvt. Ltd.,

Held Sr. Manager – NSS position in M/s Cognizant Technologies Solution

Held Sr. Partner – IT position in M/s GVK EMRI.

Held Sr. Manager – IT Infrastructure @Secvice Information Technology Pvt LTD

* Possess significant skills in System & Network requirement analysis, System integration and Production support operations. Exposure to customer support, technical support and 24x7 availability issues.
* Possess significant knowledge in total IT infrastructure (CCTV, Access & Public address systems)
* Well versed in Designing & Capacity planning of the Call Center IT infrastructure
* Experience in End User Computing Management

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| ACADEMIC QUALIFICATIONS |

* Bachelor of Engineering (Electronics)

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| PROFESSIONAL CERTIFICATONS |

* **AWS** CSA - Associate
* **PMP –** Certified from PMI
* **ITIL –** Certified FoundationCertification in IT Service Management
* **CCNA** – Cisco Certified Network Associate
* **MCSA – NT** Microsoft Certified Systems Administrator
* **CNE -** Novell Certified Engineer (4.x)

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| EXPERIENCE SUMMARY |

**Secvice Information Technologies Pvt LTD., Hyderabad**

##### Sr. Manager - IT Apr 2019 to Apr2020

Secvice is a committed player in the field of Information Security. Our approach to information security is to ensure that the integrity, confidentiality and availability of your information assets are well maintained.

**Roles & Responsibilities:**

* Managing organization wide Networks, Cloud Servers.
* Administration of Windows Servers
* Supporting the Development Teams, Processing & performing the user requests received.
* Management of End to End IT Infrastructure

**GVK EMRI Hyderabad**

##### Sr. Partner Jan 2017 to May 2018

GVK EMRI (Emergency Management and Research Institute) is a pioneer in Emergency Management Services in India. As a not – for – profit professional organization operating in the Public Private Partnership (PPP) mode, GVK EMRI is the largest professional Emergency Service Provider in India today.

**Roles & Responsibilities:**

* Managed all 15 states Call Centers infrastructures
* Coordinated the new IT Infrastructure installations in all 15 states
* Designing & Capacity planning the new IT infrastructure
* Coordinating with all the vendors for the IT support
* Optimizing the operational cost of IT using resource management plans
* Led a team of 11 for managing the HQ total **IT Operations**. (software/ desktop/ Server hardware requirements, network maintenance) and Led a team of 45 for managing all 15 states **IT Operations** in India.

**Cognizant Technology Solutions Hyderabad**

##### Sr. Manager – NSS Mar 2015 to Sep 2016

**C**ognizant acquired all projects & man power of CNO India on 1st March 2015.

Worked as a Cognizant consultant at CNO India for their Wind down operations.

**Roles & Responsibilities:**

* Managed IT Assets transfer as part of acquisition
* Operations Transition
* Vendor contracts transition

**CNO IT Services India Pvt Ltd., Hyderabad**

##### Sr. Manager – Network &Infrastructure July 2007 to Feb 2015

**Roles & Responsibilities:**

* Led a team of 10 for managing the organizational software/desktop/Server hardware requirements, network maintenance, Telephone system maintenance and Video/Audio systems maintenance.
* Managed the organizational CA – Unicenter Service Desk (Help Desk Management). This includes prioritizing, allocation and follow-up with tasks.
* Hardware/Software Inventory Management and Hardware Resource allocation
* Overseeing the annual IT budget (CAPEX & OPEX) and ensuring cost effectiveness.
* Liaison, Configuration and Maintenance of Internet/MPLS/IPLC links with ISP & Local Loop providers, maintaining the Internal & External Telephone lines and EPABX system.
* Researched, evaluated, and assisted in implementation of an integrated IP telephony system between India & USA Offices, and achieved $50,000 in reduced project costs through effective vendor negotiations
* Vendor Management: one of the members in purchase committee for procurement of all IT infrastructure
* Administration and Maintenance of Trend Micro Office Scan Corporate Anti-Virus
* Managed organization wide Enterprise Network. CNO India Structured cable network consists CISCO Switches, CISCO Core Switch 3560 (Layer 3) Switch, and CISCO 2900 & Peplink VPN Routers Load Balancers.
* Administration of Windows 2003/2008 Server, SQL Server, Internet Information Server (IIS),
* Supporting the Development Teams, Processing & performing the user requests received.
* Systems Monitoring & Fine tuning
* Software License Management
* Key member in DR-BCP Activities

**Key Contributions & Accomplishments**

* Played a Key role in setting up the infrastructure (500 Nodes ) in Gatchibowli Q-City Office
* Coordinated, Supported and Implemented CNO USA CA Unicenter Service Desk (Ticketing System) in CNO India for all support teams

**VisualSoft Technologies Limited Hyderabad**

##### Asst. Manager – IT July 1998 to July 2007

**Roles & Responsibilities:**

* Led a team of 8 for managing the organizational software/hardware requirements and administration of Windows 2000 domain and network maintenance.
* Managed the organizational tasks on the Intranet (Help Desk Management). This includes prioritizing, allocation and follow-up with tasks.
* Hardware/Software Inventory Management and Hardware Resource allocation
* Software Patch Management (WSUS)
* Liaison, Configuration and Maintenance of Internet links with ISP & Local Loop providers, maintaining the internal & External Telephone lines and EPABX system.
* Vendor Management
* Installation, Administration and Maintenance of Symantec Corporate Anti-Virus Server
* Managing organization wide Enterprise Network. VisualSoft Structured cable network consists 3COM Switches (Layer 2), 3COM CoreBuilder 3500 (Layer 3) Switch, and CISCO 2611 Router. The capacity of the network is 1200 nodes.
* Administration of Windows NT/2000 Server, SQL Server, MS Exchange Server, Internet Information Server (IIS), ISA Server.
* Supported the Development Teams, Processing & performing the user requests received.
* Systems Monitoring & Fine tuning
* Software License Management
* Handling backup of the organizational data.
* Managed dedicated Server hired at Data Center at USA, hosting the corporate web sites & running FTP Server for data distribution.

**Key Contributions & Accomplishments**

* Led the team, which is responsible for designing and managing the IT infrastructure of ODC Centers of Fortune Global Companies (Motorola, Liberty Mutual, P&G, Panasonic etc) at VisualSoft.
* Played a Key role in setting up the infrastructure (Network, Windows 2000 domain, NICE Voice Logger, CISCO IP phones etc.,) for the Call Center division of VisualSoft (VisualSoft Interactions)
* Led the team in designing and implementation of windows domain and later migration from Windows NT to Windows 2000 ADS
* Played key role in designing and implementing the Help Desk at VisualSoft