

# **SAMEER SUMAN**

# **[ITIL V3 / CCNA / CCNP /ms OFFICE 365, PMP trained]**

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**Objective:** Seeking a responsible and challenging position in IT sector with a dynamic organization which offers opportunities for personal and professional development and where I can best utilize my knowledge and skills.

**Total Experience : 10+ Years in IT INFRaSTRUCTURE & daTa cENTER OPs**

**Specialization:**

* + - * **Project Management for Data Center Migration/Data Center Refresh**
      * **Program management for Infra structure deployment on the cloud for retail customer**
      * **IT Infrastructure management**
      * **IT Service management, Change management**
      * **Network Operations Command Center Lead**
      * **Service transition / Service delivery support for IT tools.**
      * **Networking Infrastructure operation**

**EXPERIENCE SUMMERY**

**PRESENT EMPLOYMENT : CtrlS Tier 4 Data Center Hyderabad & Bangalore**

**DESIGNATION :** **Program Manager/Service Delivery Manager Retail Cloud**

**DURATION : Aug’18 – Till date**

**JOB PROFILE : Retail client India and Abroad for IaaS on cloud**

**Program Management/Service Delivery:**

* Working as a PM/SDM for Data center migration/Designing and Deployment for projects from end to end.
* Speaking with the solution architect and client to understand the requirement
* Taking it ahead with other COE team for network, server, OS etc deployment
* Getting quality check done and taking the Signoff from client
* Managing the entire Operational issues of the project post deployment
* Monitoring of the projects for the progress status, updating the client.
* Additional role, as Lead of Command Center for NOC, as primary escalation manager.
* Ensuring high service support for high revenue customer by constant follow up with SDMs
* Stake Holder management, Delegating with different teams, through bridge call/personal meetings
* Procurement follow up, Identifying the device, right vendors, price comparison, negotiation.
* Tracking the inventory of each and every client and the license details. Highlighting the replaceable/license upgrade on time.
* Project closure - Handover of projects to Operations and Application owner.
* Process adhere Update reports/Project status to customer on timely basis.
* Understanding Customer’s requirement and delivery the entire infrastructure setup on time.
* Coordinating with all the COEs in order to timely resolution of any issues.
* Mitigating the potential risk in involved in each and every project.
* Total number of projects handled : 27 (All Indian client) 3 International

**PREVIOUS EMPLOYMENT :** **JP MORGAN CHASE & CO., Bangalore**

[On the payroll of ThakralOne Solution Pvt. Ltd.]

**DESIGNATION :** **PMO - IT Infrastructure**

**DURATION : Aug’17 – April ‘18**

**JOB PROFILE:** Part of **GTI GSO** - Global Technology Infrastructure [Global Service Operations]

**Service Delivery Manager:**

**Team size 23**

* Maintain high performing service support functions including and IT Service Desk, Desktop Support and VIP Support
* Owner of the Incident, Request, Change and Escalation processes, ensuring high levels of performance in these processes, accurate reporting and establishing service improvement activities when required
* As owner of the escalation process the Service Delivery Manager will take ownership of major incidents to ensuring coordination of resolving parties, effective communication to stakeholders and post incident review
* Monitor, control and support service delivery; ensuring systems, methodologies and procedures are in place and followed
* Drive internal and third party service review meetings covering performance, service improvements, quality and processes
* Worked with different change management teams e.g. CCB/CIB/CBB/CT etc. to ensure the proper execution plan are in place.
* Providing proper and timely engagement in case of break-fix in failure/rolled back changes to minimize the impact on critical application due to refresh project.
* Setting KRA for the team members/coordinating appraisal data with seniors.
* Handling Priority Escalations & Bridge calls
* Work in cohesion with the Resolver Group in expediting a smooth flow of incident events toward their resolution
* Responsible for transition of products and services within the Account
* Act as a liaison between the Client Account Leadership and the Operations Team, responsible for smooth transitioning of products and services between Onshore and Offshore
* Thorough analysis and trending, proactively identify opportunities to eliminate or reduce incidents.

**PAST EMPLOYMENT :** **ITC Infotech India Ltd, Bangalore**

**DESIGNATION :** **Associate IT Consultant/Project Lead**

**DURATION : May 31st 2011 – July 30th 2017**

**JOB PROFILE:** Part of **GTI GSO** - Global Technology Infrastructure [Global Service Operations]

* **Hands-on experience in managing project with teams of over 26 people**
* **Team Collaboration -** responsible to interact & work closely with internal support team members.
* **Proven experience in managing projects in BFSI industry domain**
* Expert in creating project schedule, tracking and monitoring project.
* Experienced in identifying, tracking and mitigating project risk
* Identifying the technical gaps across levels and arranging necessary trainings.
* **Expert in managing customer expectations**
* **Managing Escalation tracker** (Internal/External Escalations for support).
* **Managing Process/product documentations.**
* **Liaises** with the Customer/internal team as focal point **for all high priority & major incidents** reported**.** **Drive** group chats and **bridge calls effectively to resolve incidents. Provide technical direction and co-ordination to the resolver groups involved.**
* Provide support and participate in the **Change Control Board and change control process.**
* Provide appropriate inputs to the **problem management process, RCA preparation.**
* **Use Escalation matrix appropriately** to get appropriate level of focus from technical teams and management**.**

**Assignment Details**:

### Customer : [Castleton Commodities](http://www.cci.com/) LLC, USA

Period : May 2011 to December 2013

Industry : Power Trading

Project Name : Network Infrastructure Management

Project Type : Support/New Site Implementation/Relocation

Role : Project Lead

**Responsibilities:**

* To perform infrastructure assessment including backup and storage, server, network, end user computing, service management and process framework.
* To perform analysis and provide recommendations on current methods and policies that are followed.
* To provide recommendations to optimize the current infrastructure and advise on cost savings.
* To provide future roadmap for IT infrastructure services.

**Brief description of the project:**

Castleton Commodities LLC wanted their Network infrastructure assessed, supported, facilitate, analyzed and replicate the production environment change as per the ITIL defined process.

**Assignment Details 2 : AbInBev**

Customer : AbInBev

Period : Jan 2013 till Aug 2017.

Project Name : AbInBev IT Infrastructure Management

Role : Operation Management/Service Delivery Lead

**Responsibilities:**

* Competent in handling project management process groups as per PMI standards.
* Handled 2 major projects – SABMiller [**SharePoint**] & ABInWebPortal [Service management]
* Conduct team meetings, sort any non-technical issues within the team, Roistering and ensure adequate leave planning.
* Ensure knowledge base articles are available regularly, Host Service performance review calls, Ensure proper documentation of technical/process changes in present service line architecture.
* Co-ordinate & create RCA in pre-defined RCA template, Bridge calls - Drive service outage calls, if needed.
* Documents the Standard KPIs and key controls for the Service Level Management process and reports against them.
* Prepares Monthly/Weekly/Daily reports showing current and future Service Level compliance and prevent SLA breaches

**Dell International Services (July 2008 till Sept 2010)**

* Was an integral part of internal R&D team that used to diagnose the frequent recurring issues and send the final analysis to the product enhancement team.
* Being the member of customer retention team; was primarily responsible for high level escalation from End user/Enterprise perspective.
* Used to manage 6 front line Engineers in relation to their day to day activity, managing shift roster, calculating shift allowance, defining their KRAs. Handling asset dispatch issues.
* In relation to asset dispatch issues, was sole contact point from sourcing/logistics partner.

**Convergys India Pvt Ltd (June 2007 to July 2008)**

* **Handling Team as shift lead of 12 people and providing them the support for the technical issues and follow-up the pending issues**
* **As Incident Manager, driving Incidents to resolutions on technical bridge meetings.**
* **Monitoring service availability and analyzing response and resolution times; Mean Time to Restore(MTTR)**
* **Audit the requests/incidents processed by team-members**
* Created and implemented the Quality and the Audit process for the File restore/Back up project

**Globerian India Pvt Ltd (Jan 2006 to June 2007)**

* Leading the project for US client for Medical and Education Records form Hospitals and Universities.
* Leading a team of 6 members prioritizing and assigning the assigned task to retrieve medical and education records from respective client source.
* Taking care of client satisfaction with respect to their payments for the records provided.
* Making sure all the respective clients have right authorization letter received prior to the call made for medical/education records

**PROFESSIONAL SYNOPSIS**



* Rich experience in multiple technology service areas of **IT Infrastructure** which enables the management of many complex business processes to seamlessly optimize and manage event driven processes.
* **Significant experience of working with Customers, Delivery Managers, Project Managers and Technical Teams for securing & executing concurrent projects.**
* Collaborated with the Senior Management and provided strategic direction on technology initiatives in line with the core organizational goals and business & profit objectives of the company.
* **Provided technical consulting for** our customers in areas such as, End user computing, Networking, reporting, Monitoring of entire IT Infrastructure.
* Excels in developing & motivating highly focused teams that successfully exceed company objectives.
* Possesses broad competence in strategic management; distinction of driving new IT initiatives, designing corporate infrastructures & contributing in achievement of organizational objectives
* An **ITIL/CISCO Trained Professional** with **Service Management** experience in the domain of Operations Management, Customer Care, and IT Helpdesk & Training. Manage end-to-end of end user infrastructure projects (such as PC hardware refresh, SCOM setup and process delivery, service desk improvement initiatives) to provide delivery of systems and services in order to meet or exceed agreed services levels. Provide process ownership through design, implementation and continuous improvement activities in the process life cycle. Work with all functions within the IT community to ensure processes are executed as designed and measured accurately and completely. Champion and promote service improvements on an ongoing basis to continually improve quality and customer satisfaction with IT services. Review service metrics (KPIs) that identify the success of the services being utilized to recommend and coordinate implementation of changes to ITSM services to improve metrics. Single point of ownership for effective provision of systems and services to customers.

**Managerial Skills**

* Handling Team of 25 people and providing them the support for the technical issues and follow-up the pending issues
* **Worked on the Pilot Process for the KT against the new project EUC.**
* **Manages staff on the basis of performance reports and observed problem areas.**
* Demonstrated success in gathering facts, events co-relation, research, methodical problem analysis and solution implementation
* Effective in coordinating the assigned business group to resolve group related application issues
* Implemented good planning and organizational skills to meet recurring and established deadlines
* Conducted **one to one** on monthly bases and provides the constructive feedback to the Team.
* Oversaw team management and supervision.
* Acting as **Shift Manager**.
* **Supporting & guiding team-members** in their daily work
* **Audit the requests/incidents processed by team-members**
* **Created and implemented** the **Quality and the Audit** process for the **Faults/EUC/ project.**
* **Trained the new joiners** for the project to support desktop, Laptop and Printers, Hardware & software’s, Server support in an IT based service desk environment.
* Conduct discussions with peers & engineers for resolving various project challenges
* **Managing breaks & leaves** in planned manner, ensuring no impact on project work & colleagues
* Ability to successfully present the proposals to potential client for evaluation
* Take ownership of team's incidents; to monitor, follow-up and deal immediately & effectively to resolution
* Regularly share best practices with team to ensure the ongoing performance improvement & development of team
* Submitting suggestions/ideas for continuous improvement of overall (recommended 1 per quarter) CSQ scores
* Actively participate/contribute to Team-based problem-solving initiatives & workplace Workout, to support the journey from Good to Great by delivering measurable improvements

**IT SERVICE MANAGEMENT (ITIL)**

* **A result oriented professional with over 10 years of IT Service Management exposure in delivering IT enabled projects**
* **As Incident Manager, driving Incidents to resolutions on technical bridge meetings.**
* **Monitoring service availability and analyzing response and resolution times; Mean Time to** Restore(MTTR)
* ITIL Services Expertise on Incident, Problem, Change, Release, Configuration Management and ServiceDesk
* Support high priority applications and effectively handling Priority 1 issues.
* Efficient Coordination of multiple teams for quicker resolution of the issues with minimal effect on business.
* Highly customer oriented and efficient problem solving skills.
* Highly **proficient** with ticket tracking software/web tool (**Remedy**, **Service-Now, Altris**).
* Ability to be effective in a high volume environment and coordinate multiple tasks
* Strong verbal and written communication skills with excellent telephone etiquette.
* Ability to work independently under pressure.
* Proactive and flexible in work.
* Ability to identify trouble spots quickly and an excellent team player.
* Delivering presentations and training the new hires on Incident management process.
* Facilitate work around solutions; recover systems immediately with minimal business impact.
* Escalation of the problems occurred to the senior management.
* Categorization of the problems.
* Problem trend analysis.
* Finding the effects of the risks on the processes
* **Avoidance of Specific Risks Related With Service Delivery**
* Creation of data tracking system tickets.
* Assigning and follow up on preventive action plans.
* Control Incident time line and discuss with senior management about the resolution timeline.
* **Team Management**

**SKILL SET**



Operating Systems : Windows 7/8/10, Win2K3,2k8 R2/2012,Linux.

Office Tool : MS Office 2007, MS Office 2010, MS Office 2013.

**Hardware & Networking & Desktop Support**

* **Printers and Peripherals**
  + Troubleshooting and support skills with local and network printers involving print queue and configuration issues
  + Support skills on peripherals such as scanners involving setup, configuration, and troubleshooting

Skills with PC hardware and break fix

Hard drive failures, blue screens, memory modules, and peripheral installs.

* **IP Networking**
  + Diagnostics tests with network connectivity to Gateway, DNS, and DHCP Servers
  + Setup and support of Ethernet & Wireless Networks, IP telephone, Call Manager
* **Proficient with the tools for, Service-Now, Remedy, Altiris, Myshift, Solarwind.**
* **Well-versed with** Networking, Configuration of new devices, Implementation at new sites, WebProxy, Ticketing and monitoring tools like Solarwinds, SCOM.

**CORE COMPETENCIES**



**Operations Management**

* Planning & controlling the complete technical functions with accountability on profit & loss.
* Developing operational action plan in co-ordination with the Line Manager.
* Defining the service standards and ensuring compliance to the norms.
* Managing the escalated cases and addressing the concerns registered at a higher level.
* Preparing MIS/reports & presenting the same to management for facilitating decision making process.
* Identifying improvement areas and recommending process modifications to enhance operational efficiencies.
* Analyzing the nature of faults & initiating follow up actions to provide quality feedback of the product.
* Tracking and analyzing tickets based on daily/weekly and monthly reports
* Proactive Approach to setup and facilitate bridge call with respective core team in order to provide the resolution/work around within stipulated time.
* Onboarding of Campus recruits, defining their KRA/KPI, Mapping/Aligning their core-skillsets as per the business requirement.

**Customer/ Client Relationship Management**

* Building relationship with clients for enhanced terms ensuring continued & repeat business.
* Providing instant service to clients, entailing provision of fastest solutions to customer concerns so as to enhance their satisfaction levels.
* Managing issues pertaining to customer complaints and addressing their grievances.

**Team Management**

* **Supporting & guiding team-members** in their daily work
* Recruiting, mentoring & training executives and Engineers to deliver quality services in market.
* Conduct **one to one** on monthly bases and provide the constructive feedback to the Team.
* Imparting training on technical and process front.
* Take ownership of team's incidents; to monitor, follow-up and deal immediately & effectively to resolution
* **Managing breaks & leaves** in planned manner as per the roster, ensuring no impact on project work & colleagues
* Strengthen subject knowledge as well as presentation/training skills by conducting training within team

**Academic Front**



* **BCA**
* **10+2 (Intermediate) from Bihar Intermediate Council**
* **10th from Bihar School Examination Board**

**TECHNICAL CERTIFACTION ACHIEVEMENTS**



* **Completed Cisco Certified Network Associate (CCNA). Validation code CSCO12285102.**
* **Completed Cisco Certified Network Professional (CCNP):Routing and SwitchingITIL v3 Foundations Trained.**

**PERSONAL PROFILE**



* Father’s Name : Jagannath Thakur
* Date of Birth : 01/05/1978
* Nationality : Indian
* Passport NO : Z2932610

**Declaration**

* I hereby declare that the above written particulars are true to the best of my knowledge and belief.

**Signature Date:**