Naresh Kannan
Mobile # 210-672-5907
Email: nareshkannan325@gmail.com
Visa : Green Card

Summary

Seasoned IT professional with 14 + years of enrich experience in managing IT programs and projects. Reliable record of success in Program and Project management with an ability to recognize business objectives, foresee the solutions, develop approaches, estimate resources and drive projects on time and within a budget. Wide technical and the strategic background, experienced at functioning with business leaders to transform business needs into technology results. Expert in Data centre migration projects, Voice and Network projects. Good experience in handling Onshore, offshore projects and cross functional teams.Having extensive experience managing Medium to Large scale projects through Agile,Waterfall & Scrum, Implemented Service now projects successfully. Have good experience managing complex IT projects with interdependencies and multiple stakeholders for Fortune 50 customers.

Key Skills

- ❖ Portfolio Management
- ❖ Project Governance
- ❖ Project Management
- ❖ IT Infrastructure Management Services
- ❖ Stakeholder & Resource Management
- ❖ Account Management
- ❖ Budget Planning
- ❖ Vendor management and strong negotiations skills.
- ❖ Incident, Change,problem and Release Management
- ❖ Client Relation
- ❖ Product Management
- ❖ Transition and Transformation
- ❖ Automation – Value add
- ❖ Strategic Planning
- ❖ Quality Control
- ❖ Risk Management

Technical Expertise

- ➢ Operating System   : Windows Server 2003, 2008, Mainframes, AX 400, Sun Solaris, Linux, IBM AIX
- ➢ Tools   : Service Now (SNOW), HP Service Manager, Unicenter, Track wise, Remedy, IDCOMM, Avaya, Cisco PBX, Password Enforcement Tool, Optibot Salesforce, Docker, Jenkins, Puppet, Splunk.
- ➢ Project Management Tools: HP PPM,Rally, JIRA, Clarity,MS Project, SharePoint, Excel, Visio, PowerPoint, Risk Identification tool
- ➢ Security Domain   : IT Security, Firewall, IDS, IPS, Checkpoint, Antispyware, Virus removal, SSH, SSL, Enterprise Antivirus tools (CA, Symantec, MacAfee) CMDB, Courion.
- ➢ Database Server   : SQL Server 2005/2008,
- ➢ Storage management   : Solaris Volume Manager, VERITAS Volume Manager 4.0
- ➢ Networking   : Active Directory, DNS, DHCP, AD, GPO, Sites & Services FTP, SMTP, Telnet, Ping Utilities, IIS, TCP/IP, LDAP, Active Directory.
- ➢ Remote Access Tools – BOMBGAR, PC-Anywhere, Dame ware, Citrix ICA Client, VNC, CRM
- ➢ Monitoring Tools – HPOV, Netcool, What's up gold

Certifications and Training

- ➢ PMP
- ➢ ITIL V3
- ➢ Sun Solaris Certified System Administrator (SCSA)
- ➢ VERITAS Volume Manager
- ➢ Lean Six sigma – Yellow Belt
- ➢ InfoSec Security

Education Qualification

Bachelors in Engineering (Anna University)   **April 2001 – April 2005**

Experience Summary

Senior Project Manager   **May 2020 to Till dated**

Moog Inc (Buffalo, NY, US)   *Project Revenue: 44 million USD*

- ➢ Managing end to end Infrastructure Management Services for Aerospace,Manufacturing,Department of Defense (DOD) ITAR client with account revenue of 44 Million, serves as delivery owner and responsible for operations,SLA,Automation,Value add,customer experience (UX),quality and new business opportunities.
- ➢ Develop and maintain project control documents in accordance with enterprise project management methodologies, including project charters, budget, capacity management, risk management, communications, governance plans, schedules, RAID logs,CIP, SIP, Milestones,change, Release,knowledge management, Run book and quality assurance plans.
- ➢ End to end migration and implementation of O365, Sharepoint both on-perm & cloud
- ➢ Created and delivered forecast, budget, process and execution plan to deploy 25000 devices as part of PCaaS Tech refresh
- ➢ Accountable for delivering MBR,QBR,Gantt, Burn Down Chart, with CIO,VPs and Executives.
- ➢ Managing Global Delivery Center across 15 countries and 54 locations with team size of 125 IT resources
- ➢ Manage Global Infrastructure management Tower including Data Center services/O365/ITSM/Servicenow/Incident,Change,Knowledge,Problem Management/SCCM/Service Desk/Desktop support/PMO/MIM/Application packaging/Image management,SOW,CR.
- ➢ Directly managed SIP/CIP program and governance for continuous improvement plan.
- ➢ Responsible for establishing process governance to all operational processes using the ITIL process framework. Ensure the configurable items such as process flows, policies and procedures, roles and responsibilities, and enabling technology are managed.
- ➢ Ensures that implementations and ongoing services are delivered on time and meet client requirements by maintaining tight control over the project schedule, risks, scope of work and budget.
- ➢ Implementation of Automation (Password Enforcement Tool,CTI,Kaleidoscope, Intlezone,Optibot, Tech Bar)
- ➢ Implemented CAPA (corrective action/preventive action) across the regions to ensure the quality is delivered to at most customer satisfaction.
- ➢ All quality analytics reports are tracked and preventive actions/proposal in place using trackwise
- ➢ Builds and maintains strong client relationships, and participates in client meetings regarding performance to ensure client satisfaction.
- ➢ Ensures that operational teams and subcontractors maintain a clear understanding of the client's needs, and provides day-to-day client advice and support.
- ➢ Promotes the organization's capabilities and works to achieve contract extension and to win additional business within the account.

Senior Project Manager (HCL America Inc)   **Dec 2017 to Feb 2019**

Pepsico & Entergy Inc *(Houston, TX , US)*   *Project Revenue: 26 million USD*

- ➢ Manage multiple projects simultaneously through end to end PMLC
- ➢ Conduct Weekly/Monthly Governance with VP/CIO/Executives
- ➢ Exceeding contractual and critical milestone and went live two weeks prior to scheduled Go Live
- ➢ Responsible for scoping and delivering projects on time and driving them from initiation to closure.
- ➢ Create, manage and execute detailed project plans – Track projects and deliverables, escalate high
- ➢ Migrated Remedy (BMC)/HP Service Manager to Servicenow (Helsinki) implemented through Agile methodology - Globally
- ➢ Integrated Servicenow Discovery through Saltstack,Nmap,ELK
- ➢ Overall, Managing ServiceNow Solution Design, ITSM process framework
- ➢ Implement Incident/Change/Problem/Release/Knowledge module to Service now based on business requirements
- ➢ Integrate SLA and Automated reports
- ➢ End-to-End Service catalog, self-help development and complex workflows (approval process/service request)
- ➢ Developing on SaaS (Software as a Service) based tools (ServiceNow), with focus on implementing ITIL processes
- ➢ Experience with release/version upgrades including scheduling cloning and migration of data from instances with ServiceNow
- ➢ Designed, developed and promoted ITIL consistent processes supporting organizational realignment and ITSM tool transition from Remedy to ServiceNow.
- ➢ Work with IT Teams to identify, control, maintain and verify assets in the IT Configuration Management Database (CMDB)
- ➢ Implement system audit practices and conduct audits to ensure data integrity.
- ➢ Reconcile the CMDB data when exceptions are noted between CMDB, discovery information, and other authoritative production data repositories.
- ➢ Support design, development, and implementation of automated processes for gathering, populating and maintaining CMDB data.
- ➢ Ability to develop SQL queries and reports for management on KPIs to improve the process effectiveness, efficiency, and data accuracy.

- ➢ Integrates/supports the ServiceNow ITSM System Administration Team.
- ➢ Works closely with customers, Systems Engineering and Service Delivery Teams to establish business requirements for the CMDB.
- ➢ Help mature robust configuration management procedures and standards for using CMDB.
- ➢ Ensure ITSM and CMDB alignment with ITIL v3 framework.
- ➢ Act as a key stakeholder supporting key CMDB tasks
- ➢ Communicate CMDB activities to enhance general awareness of processes and standard
- ➢ Liaise and train internal partners whenever necessary.
- ➢ Provide access management for Servicenow Users
- ➢ Conduct boot camp training for Service Now across the organization
- ➢ Priority issues and communicate status.
- ➢ People management, Stakeholder management and resource management and allocation.
- ➢ Manage change control and follow standard change control processes.
- ➢ Define scope, Project plan, budgeting, scheduling, Risk, Action and issue log.
- ➢ Managing issues and escalations.
- ➢ Chairing regular project review meetings with customers and resources to expedite the progress.
- ➢ Cost estimation and management.
- ➢ Service and Support management
- ➢ Managing client satisfaction and maintaining client relationships.
- ➢ Involved in all phases of projects starting from RFP to delivery.
- ➢ Identify and resolve issues and conflicts within the project and program team.
- ➢ Working with geography teams (Global architect, operations, procurement and finance) to execute the project deliverables according to the requirement.
- ➢ Ensuring adherence to client's processes for all project activities.
- ➢ Prepare communication plan and provide regular status update to top management

Senior Project Manager (Hexaware Technologies)   **June 2017 to Nov 2017**
Christie's Inc (NYC, NY, US)   *Project Revenue: 35 million USD*

- ➢ Responsible for end to end Infrastructure Management Services with account revenue of 35 Million, serves as the primary point of contact to the client for overall project delivery and transition from incumbent.
- ➢ Managing global delivery center across 11 countries and 58 locations with overall team size of 86 IT resources
- ➢ Successfully Transition (Phase 1&2) all Infrastructure management Tower including Network/Storage/Database/Windows Servers /VMware/Linux/Messaging & O365/ITSM/Servicenow Migration/Incident,Change,Knowledge,Problem Management/SCOM/Service Desk/Desktop Management for critical Sale Events (Including SCCM/Hands & Feet)/Asset inventory management (Salt Stalk/Nmap/Discovery/ELK)/Automation.

Senior Project Manager (HCL America Inc)   **Aug 2015 to June 2017**
USAA – United Services Automobile Association (San Antonio, Texas, US)   *Project Revenue: 136 million USD*

- ➢ Accountable for managing Enterprise delivery for clients with account revenue of 136 Million annually, serves as the primary point of contact to the client(s) for overall project delivery.
- ➢ Managing team size of 186 IT resources (L1/L2/L3) across globally (USA/Mexico/India) with GPMO team to providing end to end services on Data centre management services (Windows servers/Non-Windows(AIX/Linux/Solaris)/Network/ACC/Storage/Commandcenter/IAM Oracle (Identity and access Management) Disaster recovery/VMware/Cloud computing (Microsoft AZURE)/Telecom (IDCOMM migration)/Deskside/Quality Control team (QMS)
- ➢ People management, Stakeholder management and resource management and allocation.Risk Management
- ➢ Excellent communication and presentation skills.Risk Management
- ➢ Service delivery management.
- ➢ Strong knowledge on ITIL processes and SLA management for application support.
- ➢ Manage change control and follow standard change control processes.
- ➢ Develop and maintain project control documents in accordance with enterprise project management methodologies, including: project charters, cost, capacity management, risk management, communications, governance plans, schedules, change, Release,knowledge management, Run book and quality assurance plans.
- ➢ Responsible for establishing process governance to all operational processes using the ITIL process framework. Ensure the configurable items such as process flows, policies and procedures, roles and responsibilities, and enabling technology are managed.
- ➢ Managing PMO team to ensure Scrum/PMLC/Jira/Sprint meetings and documentation management/executive reports is at high focus for successful delivery for Oracle access and Identity Management.
- ➢ Presenting Monthly/Quarterly business desk for VP and Executives.
- ➢ Ensures that implementations and ongoing services are delivered on time and meet client requirements by maintaining tight control over the project schedule, risks, scope of work and budget.

- ➤ Implementation of Automation (Password Enforcement Tool, Optibot)
- ➤ Implemented CAPA (corrective action / preventive action) across enterprise to ensure the quality is delivered to at most customer satisfaction as per SOW.
- ➤ Perform Root Cause analysis.
- ➤ All quality analytics reports are tracked and preventive actions/proposal in place using trackwise
- ➤ Builds and maintains strong client relationships, and participates in client meetings regarding performance to ensure client satisfaction.
- ➤ Ensures that operational teams and subcontractors maintain a clear understanding of the client's needs, and provides day-to-day client advice and support.
- ➤ Promotes the organization's capabilities and works to achieve contract extension or to win additional business within the account.
- ➤ Excludes specific technical functional managers or other individuals temporarily assigned project management responsibilities.

Key Project: Project Management

- ➤ **Server Decommission & Build:** Crafted Project plan with process flow and executed Server Decommission and Server recycling across 42 locations for 1800 Servers, develop project /process/Resource/Budget plan for Server build for shipment based on business requirement - **3.8 Million USD**
- ➤ **O365 Migration:** Ensure End to End smooth migration from Exchange server to O365 across 42 states and 32000 users within 8 months' timeline, Licensing, Synchronizing exchange LDAP and Intunes
- ➤ **Telecom Migration:** Migrated 7200 Avaya to Cisco devices with end to end setup/configuration/deployment
- ➤ **W2W Inventory:** Managed wall to wall inventory project to have up to date active devices (Server/Desktops/Laptops/Printers/Network devices) for contractual and billing purposes.

Project Manager/GPMO (HCL America Inc)   **June 2014 to July 2015**
TIAA - Teachers Insurance and Annuity Association of America (Charlotte, NC, US)   Project Revenue: 18 million USD

Managing Data Centre Migration for 7500 Servers (Windows Server 2008/Linux/Solaris/IBM AIX) across 3 location with team size of 32 IT Resources (DevOps) with GPMO team, Managing EPMO team to ensure Scrum/PMLC/Jira and documentation management/executive reports is at high focus for successful delivery. Define the scope & size of the project, Plan, agree and allocate resources & budget, Agree key determining factors, limitation, (security), Undertake risk analysis and complete due diligence activities , Create project plan identifying key resources, Complete inventories of existing systems and interdependencies (W2W), Plan for logistics to cope with equipment size & weight ,Check surveillance camera covering new customer cages (Security System), Test network and application components, Arrange required stakeholders to be on-call, Advise users of changes, and provide contact points for issue, From Process standpoint driving Change Board (CAB) through Servicenow RCA Calls/Incident Management for Steady State Team.

- ➤ Project Charter and Schedule
- ➤ Planning and Defining Scope - SOW
- ➤ Developing Budget for the project
- ➤ Business requirement specification
- ➤ Activity Planning and Sequencing
- ➤ Incident, Change & Release Management
- ➤ Maintaining Risk & Issue logs
- ➤ Change Management process – Service Now
- ➤ Risk/Defect Management (FMEA)
- ➤ Software design specification
- ➤ Time/Quality & Resource Management

Key Project: Project Management

- ➤ **Global Server refresh Program**: Upgrade around 2000 servers from obsolete OS to latest OS. Changing technology from windows based servers to Linux servers for security servers. Upgrading windows OS, replacing old hardware. We are doing virtualization for the majority of physical servers. We are implementing CISCO chassis for the virtual environment. We are doing a hardware upgrade and installing Dell servers, replacing old IBM servers.
- ➤ **Satellite ERS/ERP – Scrum Master/DevOps (SDLC):** Act as a Scrum Master for end to end Project management from Design to deployment through Project management life cycle (Automated tool to deploy OS Security Remediation patching, the project was implemented through Scrum methodology and project portfolio management Project Revenue: 2.5 million

Project Manager (HCL America Inc)   **April 2013 to June 2014**
Toyota Financial Services/TMS – (Torrance, California, US)   Project Revenue: 48 Million USD
- ➤ Managing Enterprise software Solution Team of 105 IT Operations with GPMO/EPMO team across 42 states in US including Headquarters/Call centres/Regional Office/Banks.

- ➢ Ensure that by utilizing minimum resources completes all the projects properly & timely.
- ➢ Service Delivery management.
- ➢ Document an agreed and maintained definition of the service (e.g. Service Catalogue, Service Definition Document or equivalent) and service levels to be provided, managing the expectations of clients and users concerning the use of the particular services. Conducts CSAT surveys & ensures high CSAT scores.
- ➢ Maintain RAID (Risks, Assumptions, Issues, dependencies) register.
- ➢ Manage delivery, in line with the contract and service agreement (SLAs &/or KPIs), to the agreed costs and budget to ensure achievement of the agreed margin, using industrialized or shared services wherever possible and appropriate to optimize costs.
- ➢ Preparation of Project Scope statement based on the project charter, customer inputs and feedback of key stakeholders.
- ➢ Actively involved in resource planning, scheduling, cost estimating and preparing the schedule and cost baseline for the project.
- ➢ Monitoring and controlling the complete process for site deployment.
- ➢ As per contract metrics update amd review process documents and run book sign off
- ➢ Assisting the Project Directors, Program Managers & Solution Managers during Scope Management, Costing, Scheduling, Project Plan development etc.
- ➢ Providing all closing information including Cost to PMO for timely & accurate billing.
- ➢ Providing technical consultation on various upcoming and ongoing projects.
- ➢ Handling escalations of multiple projects simultaneously.
- ➢ Exp in transitioning and defining processes of various projects.
- ➢ To keep the team motivation high and to chalk out development plans for staff by using cost-effective methods. To closely monitor the team workload and proactively assist in recruitment, retention and business requirements.
- ➢ Involved in Project initiation, planning, executing, controlling and closing of Desktop & networking projects

Key Project: Project Management

- ➢ **Asset Management:** Design, develop, UX web based .net application (SDLC) to manage assets for Servers, Network devices, desktop, laptop, iPad, iPhone, printers, WYSE terminal, Cisco phones and provide quotation for clients to purchase hardware, warranty, licence and software/Application and discovery (Salt stack/Nmap)
- ➢ **IPhone & Ipad Migration:** Migrated 1200 Blackberries to Iphone 5s across the enterprise using MDM – Mobile Management device (Air watch) also Migrated 900 Ipad 2nd generation to 4th Generation IPAD for all executive users (VP/CEO/CIO/Corp Heads/National Managers)
- ➢ **Win 7 Migration:** Successfully migrated from Win XP to Win 7 Migration for Toyota Financial Services users across 42 US locations and overall 32000 Desktops & Laptops are upgraded in 6 months - **7 Million USD**

Project Lead   **Oct 2012 to April 2013**
Deutsche Bank - (Cary NC, US)

- ➢ Managing production support of 16 IT resources for incident management with a value add team of 4 resources creating Knowledge base articles using DB Symphony – Service Now and sharing the daily/weekly/monthly reports with leadership teams and Stakeholders.
- ➢ RDS - Remote Deployment production support where Engineers use advanced Remote tools to deploy and configure Enterprise security solutions
- ➢ Accountable for project SLA/KPI
- ➢ Ensure the team is in line with ITIL framework
- ➢ Driving Incident Management, Ageing and backlog tickets
- ➢ RCA for P1 Triage
- ➢ Coordinating and involving different groups to drive for solution KT to Off-shore and onsite Teams
- ➢ Identifying Training needs and driving execution of the same.
- ➢ Ensuring tasks assigned are completed with Quality and In Time.

Project Lead   **March 2012 to Oct 2012**
Microsoft Corporation - (Microsoft HQ, Washington State, US)

- ➢ Develop and motivate a high-performance team of support professionals [Team Consist of 16 members] to deliver excellent technical support and customer service in an accurate and timely manner.
- ➢ Apply a balance management approach with equal emphasis on business and people management results.
- ➢ Build and manage a team of FLAs with a high level of employee satisfaction and commitment.
- ➢ Communicate customer satisfaction survey results periodically and make needed improvements.
- ➢ Determine team readiness requirements and training plans.
- ➢ Effectively communicate with all customer segments, FLAs and business partners.
- ➢ Mentor the staff members (1:1, call coaching and case reviews) to lead them to their improvements.

- ➢ Conduct weekly Team meetings & Monthly One on one session with all Team members and give feedback on their performance & inputs to improve their stats.
- ➢ Conduct Performance Appraisal once in 6 months for all the team members.
- ➢ Review trends/data and drive development of plans to take advantage of potential opportunities.
- ➢ Performance Management of HCL Offshore WF Team.
- ➢ Identifying Training needs and driving execution of the same.
- ➢ Ensuring tasks assigned are completed with Quality and In Time.

Computer Associates – Specialist   **April 2008 to March 2012**

- ➢ Currently functioning as Lead handling escalation on Threat Management & IT Security products.
- ➢ Implementing IT Security Solutions on Clients network mainly based on Windows platform
  Consulting with Threat Research and Product Development team on High Priority issues and Virus Outbreaks.
  is of Firewalls, network nodes, LAN/WAN communications, switches, and various transmission systems
- ➢ Configuring HTTP/SMTP rules for Secure Content Manager /Gateway Security according to the client's business requirements.
- ➢ Generation and analysis of the debug logs to find the root cause of product issues and consulting the same with the Product development.
- ➢ Assisting clients to push out the Endpoint protection components using Remote Install Utility, Media, Silent Install, GPO, etc.
- ➢ Part of UNIX support group, provide remote, phone and email support, Administration of Sun SPARC, Linux, MAC.
- ➢ SPOC for major clients like
  - ○ Microsoft Corporation
  - ○ Exxon Mobiles
  - ○ NASA
  - ○ Infosys
  - ○ Hewlett Packard
  - ○ Tiger Direct

Subject Matter Expert   **July 2006 to April 2008**
Sutherland Global Services

- ➢ Serving Customers of Hewlett Packard & Dell Inc USA
- ➢ Active participant of the HP Voice Support, for HP and Compaq Desktops on all Hardware and Software Issues.
- ➢ Responsible for day-to-day performance of FLA's with regard to Productivity, Customer Satisfaction and efficiency