

Philemon Kuruvilla

chesswizphil@gmail.com
Ph 9597263551

#261, 2nd Block, 3rd Stage,
Basaveshwera Nagar

Bangalore,
560079

Key skills

- Windows Server OS
- MS Azure Devops
- MS Project
- C, C++, C#, SQL
- Python
- PowerShell ISE
- ITIL
- GIT

Education

Course or qualification

MCA

Graduated 2013

Course or qualification

Bsc CS

Graduated 2001

Course or qualification

Honours Diploma in Network
Centered Computing
Graduated 2001

Summary

As a Devops Lead, I contribute with value adds by writing code in PowerShell ISE/C# for MS Azure infrastructure code delivery. My term as a Lead enhanced my capabilities to manage a team to adhere to the ISO formats & QMS implementation of an IT project.

Career history

Shift Lead @ HCL Technologies, **Elcot SEZ, Chennai -600119**

Feb – 2012 to Till date

Writing VSS/PowerShell ISE/C#/Ansible code for Automation testing, staging, migration to dev-ops production systems.

Key responsibilities

Automate numerous routine maintenance, manual, low skills tasks in hybrid data centre environment to Code scripted, dev-ops modular programs, pipelines for MS Azure Code build, testing, delivery
Involve in automation activities with client engineering team

Achievements

Automated ITIL Change Infra activities to PowerShell/C# coded modules

Team Lead @ CSSCorp Pvt Ltd. **Ambit IT Park, Chennai - 600058**

November 2012 – September 2013

Maintaining Business\Technical Support matrix for 3 BMC Products

Key responsibilities

- Maintain Trackers & Planners. Process Audit engineers. Facilitate client's meets to review deployment milestones. RFE Change.

Attend BusOps call with PMO group & client to cascade Project score, SSQA meetings for ISO Audits. Monitor KPI's, IR & SLA to ensure improvements on score card.

Involve in IDP, RNR activities, timelines & resource mgmt.

Achievements

Best TL 2012-13 award. Metrics: SOX (10%), KB Attachment (85 %), Closures (82%), SLA's, Retention (100%), CSI (81%) Productivity (96%). Designed ISO2008 records of PCMM recertification & 5 NC Gaps closure on external audit Assessment.

IT Consultant @ KGTTI Pvt Ltd., **COE, Bangalore-560079**

Feb 2012 – Sep 2013

Trained candidate's for CCNA certification modules.

Key responsibilities:

- Conduct Training for CCNA.

Achievements

- *Designed the IT content & e-reckoner –Bridging the Digital Gen Gap for Government Cooperate training.*

TL. SME. Tech Lead. Support Engineer2@ Convergys Cooperation,
NCR, Haryana-122001

Aug 2005 – Oct 2011

Key responsibilities:

- Mentor 15-20 Engineers providing Support on Windows OS. Shift roster Team. Queue management of ITIL Tickets. Perform a manager recovery. Redress issues & Maintain Team Stats.
- L3 MS tech support, Global Consultant via Avaya to tier I Engineers of MS OS in NG, Bangalore & Gurgaon sites. Validate steps. Post review Permission logs to Escalate/Transfer to LOB. Ensure First resolve, KB search & SOX creation, Entitlements. Query Clarify, CAP to collate Data in excel. Survey RCA.360 Feedback & Coaching on trends.

Achievements

Rated quality+ Individual contributor till promotion. Maintained an excellent track record as a support engineer to be promoted.

Tech Support Engineer1 @. **IBM Ltd, Udhog Vihar,Haryana-122001**

Jan 2005–August 2005

- L1 Tech Support for Broad Band Internet Connectivity on Win 98,2k, XP & Mac OS. Configure & troubleshoot email clients, Web space, Antivirus, Ports, Basic NAT, Routers, Firewall, DHCP, DNS, TCP/IP and other protocols etc.

Group Lead@ NIIT Ltd, **Malleswaram Centre, Bangalore- 560076**

May 2001 – November 2004

Prepare summary & QMS reports with faculties.

Train students on GNIIT: MS html, Web designing, SDLC, RDBMS, C&C++, Oracle 9i SQL/ PL-SQL.

Key responsibilities:

Monitor the Education Delivery at the Education Centre.

Achievements:

Award for education centre excellence in the financial year 2003-4.

Interests

-
- Technology, Project Management, Devops

References

Available upon request

