




KAMALAKANTA BEHERA



 kamal84.4u@hotmail.com  +91 76 8294 9910
 <https://www.linkedin.com/in/kamalakanta-behera/>

| Project Management | IT Management |



Key Skills

UNIX/ Linux/ Networking

Strategic Planning

Project Management

IT Operations

IT Infrastructure Management

Incident and Change Management

Stakeholder Management

Budgeting and Cost Control

Transition Management

Cross-functional Coordination

Training and Knowledge sharing

Performance Monitoring and evaluation

Team Building and Leadership



Soft Skills



Troubleshooter



Collaborator



Attention to
Detail



Team Player



Problem Solver



Planner



Education

- 2008: M.Sc. Biotechnology from Vellore Institute of Technology (VIT), Vellore, Tamil Nadu, India
- 2006: B.Sc. in Zoology from Bhadrak Autonomous College



Profile Summary

- Performance-driven professional with **over 11 years** of rich & extensive experience in Strategic Project Management, IT Infrastructure Management, Client & Stakeholder Engagement, and People Management
- Forward-focused Project Manager** with exposure in swiftly completing projects with competent cross-functional skills and ensuring on-time deliverables within pre-set cost parameters; with **proficiency in Agile and Waterfall**
- Planned, organized, and controlled daily IT operations** along with implementing, operating & leading technology solutions in a complex environment
- Contributed to the business & technology vision and direction** by influencing strategies and monitoring execution of major technology initiatives
- A pioneering leader with **extensive IT transition & governance experience**; with rich exposure in partnering closely with business leaders & stakeholders to achieve higher levels of efficiency & effectiveness
- People Leader**, who has successfully led and motivated teams in cross-cultural environment towards growth and success in the organization; created a clear & compelling view of the future through coaching and execution
- A **strategist** with recognized proficiency in spearheading business to accomplish corporate plans and goals successfully

Certifications

- Project Management Professional (PMP)
- Sun Certified Solaris Administrator 10
- Certified Scrum Master
- Postgraduate Diploma in Computer Applications
- Microsoft Azure Fundamentals (AZ-900)



Trainings

- HP-UX System Administration-I
- Power Systems for AIX II
- Project Management Professional
- Prince2
- Kepner-Tregoe Practitioner
- Arbinger's Outward Mindset, Client Centricity
- Critical Analysis Thinking System (CATS)
- Microsoft Azure Security Technologies (AZ-500)



Career Timeline



Current Employment Details

Since Jan'12 with T-Systems, Malaysia; Presently designated as Transition Project Manager

Growth Path:

Jan'12 to Sep'16: System Engineer

Oct'16 to till date: De-Escalation Architect

Jan'16 to till date: Project Manager

Role:

- ⇒ **Instituting & executing high level IT operational strategies**, making high-stake decisions, and overcoming complex business challenges using experience-backed judgment, strong work ethics, and irreproachable integrity
- ⇒ **Developing project baselines and controlling the same** concerning cost, resource deployment, time overruns, and quality compliance to ensure satisfactory execution of projects
- ⇒ **Collaborating with:**
 - **Clients & stakeholders** while keeping them informed of progress and issues to manage expectations on all requirements and deliverables
 - **Senior leadership** to rapidly develop multi-prong implementation project plans
- ⇒ **Creating & sustaining a dynamic environment** that fosters the development opportunities and motivates high performance amongst the team members
- ⇒ **Monitoring design & implementation of IT strategic plans** throughout the organization, together with the enhancement of existing technologies, and implementation of new technologies, to improve productivity and operational efficiency
- ⇒ **Recommending IT infrastructure requirements** and upgrading to ensure acceptable levels of Security, Disaster Management, and Data Recovery plans
- ⇒ Leading the implementation activities, effective governance and guidance for project teams, and a smooth handover to operations
- ⇒ Ensuring adherence to product processes, quality standards, and deliverables
- ⇒ Ascertaining service transition is planned and executed as per schedule, budget, and scope
- ⇒ Contributing towards performing risk management through regular assessment and mitigation strategies

REFER TO ANNEXURE FOR PROJECTS MANAGED

Highlights:

- ⇒ **PoP Service Transition: Played a key role in** completing a smooth transition of 30 FTE (0.1Million Euro) worth of services to 3 strategic locations (India, Slovakia, Hungary)
- ⇒ **LSI Paravirtual adapter remediation** – Ensured effective implementation to change the adapter settings of 6000 servers (Prod, Dev, Test) hosted in different DCs from old adapters to the new paravirtual adapters
- ⇒ **BAT CABRINI DC Migration:** Facilitated successful migration of 300+ servers for 36 landscapes within the stipulated budget of 1Million Euro
- ⇒ **KONE MES Storage and DB tuning** – Pivotaly delivered storage layer expansion and tuning of 4 DB's to improve the performance for the 400 functional users
- ⇒ **IOC Service Transformation** – Adjudged for consolidating LUX Operational services across TSMY to Integrated Operation Centre (IOC) and automated daily operational tasks to deliver cost-efficiency
- ⇒ **BAT Service Transition** – Acknowledged for executing the smooth transition of operational support for 600+ LUX servers from T-System Brazil to T-Systems Malaysia



Previous Work Experience

Nov'09 to Jan'12 with Hewlett-Packard, Malaysia as Technical Consultant



Personal Details

Date of Birth: 26th July 1984

Passport No.: M6675956

Languages Known: English, Hindi, Odia, and Bengali

Nationality: India

ANNEXURE

Project: PoP (Point of Production) Service Transition

As per the T-Systems Transformation strategy, T-Systems International decided to move the support service from Malaysia to the other strategic locations, T-Systems India, Slovakia, Hungary. Scope of support service was for OS (Unix, Wintel), Network, Application (Oracle, SQL, middleware, SAP), Storage, and Backup.

Role: Project Manager

Period: Jan 2020 – Ongoing

Responsibilities:

- ☞ Monitoring a smooth transition of 30 FTE (0.1 Million Euro) worth of services to 3 strategic locations (India, Slovakia, Hungary).
- ☞ Directing the entire project works on all phases of project scheduling, budgeting & cost controls, quality assurance, and delivery.
- ☞ Create & manage project plans.
- ☞ Align project objectives with company goals, and make sure the project team is clear on objectives.
- ☞ To make sure all the scope of work has been well defined, documented, and approved by the stakeholders before it gets transitioned.
- ☞ Make sure all the documents and knowledge base guides are properly updated with the version control under the supervision of the quality team before it is handed over to the new team.
- ☞ Define project schedules, allocate resources, and monitor progress.
- ☞ Resource management to keep the track record of the resources hired in the strategic location (India, Slovakia, Hungary) with the demand ID released from MY.
- ☞ Configuration management to make sure the assets are identified and properly tagged to the new Assignment group with proper access control.
- ☞ Ensure Configuration Management Database (CMDB) and T-System Asset Management (TSAM) are properly updated with the new changes.
- ☞ Scheduling the Knowledge transfer session as per the availability of teams.
- ☞ Supervise the team to make sure Knowledge transfer is properly done with the signoff from the teams.
- ☞ Make sure the Future Mode of Operation (FMO) team has the proper shift schedule plan to provide support service as per the Service Legal Agreement (SLA).
- ☞ Ensure that the issues and risk logs are updated regularly.
- ☞ Review and implement the mitigation or risk response plan as defined.
- ☞ Facilitated steering committee and working sessions, plus provided regular updates to senior executives.
- ☞ Working on identifying & mitigating project risks and impediments by collaborating & building positive relationships.
- ☞ Monitor the team during the hyper care to make sure the teams are doing the proper handover as planned.
- ☞ Liaised with all stakeholders, across the enterprise, and regions to ensure those project deliverables were delivered on time.

Project: LSI Paravirtual Adapter Remediation

As part of the learnings & Proactive review technical team found that the servers are operating on LSI_SAS.sys adapters. However, it is confirmed by the engineering team that they need to be on Para virtualized adapters. It requires the server to be rebooted to take the effect.

Role: Project Manager

Period: Jan 2019– Mar 2020

Responsibilities:

- ☞ Managed due diligence of the servers as per the criticality of the servers.
- ☞ Engaged in bringing together delivery and business partners, actively manage dependencies and integration between functional teams, other projects, and programs.
- ☞ Categorize the assets as per their landscape, criticality.
- ☞ Preparing & manage project plans with the help of the operational team.
- ☞ Brainstorm with the team to reduce the downtime of the server by implementing the changes during asset yearly maintenance window/hardware replacement/patching etc.
- ☞ Submission of the proposal of the project plan to get the downtime approval from the customer.
- ☞ Engagement of the quality team to prepare the change ticket for the implementation.
- ☞ Presentation of the change in Change Control Advisory Board (CCAB).
- ☞ Resource management to make sure engineers are available during the change implementation.
- ☞ Ensure the assets are in maintenance mode, so that un-necessary incident tickets are not generated.
- ☞ Co-Ordinate the team to follow the runbook as instructed.
- ☞ Steered efforts in provided regular status update to stakeholders to ensure effective dissemination of project information
- ☞ Ensure that the issues and risk logs are updated regularly.

Project: BAT CABRINI DC Migration

BAT decided to transform and consolidate his datacentre location. The decision was to move all the assets from DC Brazil and Singapore to DC Frankfurt. The scope was for 300+ servers which were spreads over 36 landscapes.

Role: Project Manager

Period: Feb 2018 – Dec 2019

Responsibilities:

- ⇒ Customer-facing, helping the program manager and the customer in strategizing the migration.
- ⇒ Steered efforts in chairing and representing the team in Service Readiness Reviews and work with stakeholders to establish an end-to-end project plan and approach.
- ⇒ Co-Ordinating with the solution architect and the team to prepare the run book.
- ⇒ Preparing the shift schedule for the migration plan as the teams are across the globe working in different time zone.
- ⇒ Part of the team to co-ordinate the migration work on shift.
- ⇒ Keeping a track of the issue log and the lesson learned from each of the migration activity.
- ⇒ Resource management, managing the team, and their availability as per their activity schedule.
- ⇒ Change management, whereas I was responsible to co-ordinate with a quality team to create changes.
- ⇒ Presenting the changes to the Change Control Advisory Board (CCAB) for approval.
- ⇒ Liaising with the Delivery order team to check the request on the asset decommission and build request from the customer.
- ⇒ Keeping a track record of the assets that are being decommissioned or build during the process of migration.
- ⇒ Ensure Configuration Management Database (CMDB) and T-System Asset Management (TSAM) are properly updated with the exclusion and inclusion of new servers.
- ⇒ User access control whereas to provide the approval to have root/admin access for the customer to configure the application during the migration.
- ⇒ Keep a track record of the users when to authorize or revoke the admin/root access from the servers.
- ⇒ To ensure users/customers' issues are responded to with priority.
- ⇒ To ensure all the documents are properly updated in SharePoint with the version control.
- ⇒ Performed as the focal point for the customer to help them to resolve their issue during this project phase.

Project: KONE MES Storage and DB Tuning

Intermittent slow latency on DB causing Performance issue on KONE MES production systems, impacting 400 users in the production factory.

Role: Project Manager

Period: Aug 2017– Mar 2018

Responsibilities:

- ⇒ Liaised with subject matter experts to update processes and procedures.
- ⇒ Co-Ordinating with the solution architect, vendors (NetApp), and the team to prepare the run book.
- ⇒ Presenting the changes to the Change Control Advisory Board (CCAB) for approval.
- ⇒ Ensured approvals are in place before the change activity.
- ⇒ Make sure recommendation by the Technical support team (NetApp/SME) are implemented.
- ⇒ 24x7 on-call support for the customer to make sure no delay in response.
- ⇒ Part of the procurement process to procure the required resources.
- ⇒ Made sure appropriate plans and engagements are developed and executed.
- ⇒ Be part of the technical team to understand the issue, drive the troubleshooting from the management layer.
- ⇒ Steered efforts in chairing and representing the team in planning, troubleshooting, recommending, and work with stakeholders to establish an end-to-end project plan and approach.
- ⇒ Worked on establishing strategies to maintain effective communications with all key stakeholders.

Project: IOC Service Transformation

Consolidating L1 services (UNIX, Wintel, DB, SAP, Storage, Backup, Network) from each service line to Integrated Operation Centre (IOC) and implementation of Automation to achieve efficiency and reduce the operational cost.

Role: Project Manager

Duration: Mar 2016– Sept 2107

Responsibilities:

- ☑ Engaged in identifying:
 - All the scope of work aligned with the stakeholders.
 - Possible areas for service improvement and automation.
- ☑ The focal point for the UNIX transition and transformation from the service line to the IOC.
- ☑ Providing training to the engineers to equip them with the knowledge to handle the assigned task.
- ☑ Continuous assessment of the level of knowledge engineers and providing training if required.
- ☑ Ascertained all the tasks were properly documented and knowledge transfer is completed as per the plan.
- ☑ Managed the team performance concerning transitioned service and agreed on SLA.
- ☑ Design improvement programs based on the engineer's performance.
- ☑ Provide use cases for possible automation.
- ☑ Help the automation team in designing the automation script based on the requirement.
- ☑ Ensure that POC is in place before Go-live of the automation script.
- ☑ To make sure engineers are provided proper knowledge on how to run the automation script and to troubleshoot by the automation team.
- ☑ Ensure that all the scripts are running as expected and give regular feedback to the automation team on the status of quality.
- ☑ Proactively seek ways to incorporate new/creative ideas and methodologies into testing efforts by keeping abreast of current methodologies, technologies, and tools.
- ☑ Maintains a good understanding of what does and does not need to get tested and can prioritize accordingly.

Project: BAT Service Transition

T-Systems International decided to transition its BAT support service (UNIX, Wintel, DB, SAP, Storage, Backup) from T-Systems Brazil to T-Systems Malaysia as there to reduce the operational cost and to improve quality of service.

Role: Technical Project lead

Duration: Nov 2014– June 2105

Responsibilities:

- ☑ Placed on site (Sao Paulo, Brazil) to understand the environment, landscape, and scope of work.
- ☑ Lead and drive projects (For LUX service Line) along with developing comprehensive project plans to be shared with the team as well as relevant stakeholders across the organization.
- ☑ Design Target operating Model, Create RACI, and conduct risk assessments for the transition of respective processes/services.
- ☑ Identify the assets to be transitioned and ensure it's been updated in TSAM/CMDB with correct information.
- ☑ Ensure user control access is in place for the CMO and FMO team.
- ☑ Define the scope of work and get the signoff from the stakeholders.
- ☑ Ensure all the related documents are updated with version control and share across the team.
- ☑ Update and document all changes as per the Organization procedure and change control framework.
- ☑ Conduct periodic reviews of relevant changes with the change management board for approval.
- ☑ Ensure management of SLA (Service Level Agreements) for respective services across regions.
- ☑ Conduct knowledge transfer sessions with the team during transitions and ensure that they have a clear understanding of the systems/configurations/processes/landscapes.
- ☑ Ensure an effective set of performance metrics and service levels are delivered for new services.
- ☑ Managed the team performance concerning transitioned service and agreed on SLA.