



CONTACT



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SKILLS

➤ Service Delivery Management Handling Projects – Cloud & On-Prem

- Monitor ServiceDesk & Track Project Deliverables SLAs & KPIs
- Manage, Monitor & Control Stakeholders Deliverables and dependencies.

➤ Project Management – PMP

- Create SOW BAU, Transition, Tools, Processes
- Educate, Guide, Track & Monitor Project Team.
- Perform Agile (Scrum) for Development requirements.

➤ Cloud Operations – AWS, Azure, Oracle

- Hybrid & Private Cloud Models
- Cloud Delivery Model (IaaS, PaaS, SaaS)

➤ Tools – Monitoring, DevOps, Assets, Automation

- Puppet, Chef, Ansible
- IBM, BMC, SolarWinds, ServiceNow, RPA, Splunk, HP(Microfocus)
- Event Mgmt. (MOM), SAM & HAM (Assets)

➤ Pre-Sales Consulting

- RFP & RFI on Cloud Operations, Transition, BAU, Tools & Processes
- Win Solution - Transition, BAU, Tools, Processes

➤ Project Tools-Review, Tracking, Reports

- Microsoft Project Plan, Excel, Power Point.
- Google Datastore & JIRA

Hemanth Kumar Karuna

SUMMARY

Significant experience of 17+ years in IT Service Transition, ServiceDesk Delivery Mgmt. & Sr Tech Architect (Tools & Processes) principles with a proven track record of delivering results by reducing **Project COST** with the help of innovative service delivery model solutions on “**People**”, “**Process**” & “**Technologies**”.

CAREER PROGRESSION

Project Role – Operation Manager -OnPrem & Cloud

LTI – Jun’16 (Present)

- ❖ Lead Small, Medium & Large deals (1 million to 25 million \$) of Cloud Delivery Model in IaaS, PaaS & SaaS for infrastructure support to the 50+ Ops teams in Onshore & Offshore support model with 3000+Assets across different locations.
- ❖ Manage Cloud Operations Solutions & Expert in Building Tech & Non-Technical (Process) for SD/L2/L3, knowledge repository (Lesson Learned) to reduce numbers of escalations and leads to customer satisfaction.
- ❖ Expert in Fine-tuning the Cloud Monitoring alerts/tickets noise increase productivity and avoid SLA breaches leads to customer satisfaction.
- ❖ Expert in Resource capacity planning to reduce the overall Billing costs.
- ❖ Lead Managed Services Transition & Transformation (Migration) of Applications, Infra, Workspace & ServiceDesk Tech Towers from On-Prem to Custom Cloud, Azure Cloud & Oracle Cloud Platforms for 1200 Assets of Infra & Applications.
- ❖ Create, Modify and review SOW for Transition’s & BAU Operations Scope, Deliverables, Timelines, Cost, Landscape, Tools & Processes, RACI & Obligations.
- ❖ Governances Weekly review & report project progress on Scope, Schedule, Cost, Risks
- ❖ Expert in Understanding Customer’s requirements on DevOps tools and execute the end to end plan & execution of the DevOps Solutions to automate Ops Tasks like Ansible, Puppet & Chef (Patch Management on Cloud Resources).
- ❖ Expertise in Reducing Resources Costs on People & Cloud Services billings.
- ❖ Executing Cloud Delivery Model (IaaS, PaaS & SaaS) in Azure & AWS Services.
- ❖ Educate, Guide & Monitor team in meeting Project Deliverables, SLAs & KPIs (IM, PM, CM, SRM) and contribute by automating ServiceDesk L1 tasks reduce SLAs breaches.
- ❖ Coaches the project team (Cross-Skill & Up-Skill) on Technologies & Job Rotations (On-Site & Off-Site) reduce Project COST & reduce attrition rate and increased productivity.
- ❖ Handles customer service escalations on Tech & Non-Tech Queries. Responsible for follow-up on Customer escalations until resolution & Build lessons learnt knowledge base and coach team to avoid escalations.
- ❖ Drive production improvements, service delivery, including Monitoring/Automation, Separation of Duties, Audit (Internal & external), Risk, CSA’s, Review capacity & Performance management.

Previous Company Experience

Sr Manager – Sprint Manager (Agile)

Capgemini – Nov’15 to Jun’16

- ❖ Lead Automation Run Operations team (45 – Developers, Leads & Architects) to provide support on automation solutions using HPOO & ServiceNow tools.
- ❖ 10% ROI gained by automation solution by reducing manual efforts in the Sprint.
- ❖ Drive Sprint Cycles to meet project objective to automate manual efforts of 56 FTEs across different accounts in CG in multiple locations by 6 months.
- ❖ Monitor, Track, Review & Report on Cost, Schedule & Scope of the project.
- ❖ Meet the Operation Deliverables on SLAs & KPIs in the Run Operations for Automation
- ❖ Create Knowledge base on Tech & Non Tech in the Lesson Learned register database

ONSITE CLIENT EXPOSURE

- **UNITED STATES** 
 - New York, Washington DC
 - Houston, Chicago
- **Europe** 
 - Norway
 - Denmark
- **Japan** 
 - Tokyo
- **Asia Pacific**
 - UAE (Dubai) 

CERTIFICATION & TRAINING

- **Tools – Monitoring & Processes**
 - IBM Tivoli Admin
 - BMC Truesight Admin
 - BMC ADDM
 - ITIL v3 & v4
- **Technical & Project**
 - AWS Cloud Practitioner
 - Azure Fundamental
 - PMP (Trained)
 - CCNA & MCP

VISA

- **United States**
 - B1/B2 – Valid till 2025
 - Work Permit – Japan
 - UAE Mission Visa

EDUCATION

- **Bachelor or Engineering**
 - Mechanical

Project Manager & Tools Architect	L&T Infotech - Apr'11 to Sep'15
<ul style="list-style-type: none">❖ Create, Modify and review SOW for BAU Operations Scope, Deliverables, Timelines, Cost, Landscape, RACI, Tools, Processes & Obligations.❖ Project Initiation, Planning, Executing, Monitoring & Controlling, Closing effectively.❖ Build Effective Team Roaster for Login & Weekends for smooth operations supporting 24x7 coverage.❖ Handle 55 Offshore resources on supporting IT Infrastructure assets at client sites.❖ Define Goals for individual team members & share regular performance feedback.❖ Expertise in facilitating all the processes, documentations for the Project Audits (Internal & External).❖ Implement and manage BMC tools like BMC ADDM10v, Control M, BPPM and AO to automate and monitor Chevron Datacentres. Automate the Service request as per user requirement using AO.❖ Tools & Processes Solution Proposal for RFP/RFI. Demonstrate the Solution & Tools Assessments to the customer either virtually or physical.	

Subject Matter Expert	ACS (A Xerox Company)- Sep'09 to Apr'11
<ul style="list-style-type: none">❖ Providing support to US and UK based customers on IBM Tivoli modules like Omnibus & WebGUI.❖ Customizing Probes for monitoring requirements and Integration between ITSM (ServiceNow or BMC Remedy) to IBM Tivoli Omnibus or BMC BPPM.	

Senior Tech Support Engineer	Ness Technology – Dec'07 to Sep'09
<ul style="list-style-type: none">❖ SPOC in the EMEA Support for IBM customers on IBM tools like Netcool Micromuse Omnibus, SSM & ISM.❖ Customizing Probes for monitoring requirements and Integration between IBM ITSM to IBM Tivoli Omnibus.	

Subject Matter Engineer	Hewlett Packard – Dec'03 to Oct'07
<ul style="list-style-type: none">❖ Provide 24x7 support (Voice, Email, Chat) to HP products like All-In Printers, Servers, Storages, Workstations, Thin Clients❖ Monitor, Train & Guide Operation Team on the HP Products, Processes & Tools.	

Support Engineer	(NON MNC) Kammavari Tech – Apr'03 to Dec'03
<ul style="list-style-type: none">❖ Responsible for admin for entire infra that involved Network, Servers and computing peripherals.	

Design Engineer	(NON MNC) Stride Tech – Mar'02 to Mar'03
<ul style="list-style-type: none">❖ Involved in designing Mechanical components using Auto CAD on Turbine, Tools, Engines.❖ Train Freshers on AutoCAD and Pro-E design & implementations drawings.	