



SURESHA T N RAO

www.suresharao.com

I AM SUITABLE FOR :

- IT Consultant
- IT Manager
- Project Manager
- IT Infrastructure Manager

ABOUT ME

ITIL V3 Foundation certified, Prince2 Agile Certified Practitioner, MSME Six Sigma certified Yellow belt, Vskills certified ERP Manager, SUSE certified Linux administrator, vskills certified GDPR professional, and Vskills certified Project management professional with 14+ years of cross industry experience including Datacenter, IT Infrastructure Project Management, Cloud Operations, Virtualization, Datacenter Migrations & decommissions, Software / ERP projects, Vendor and People Management. Knowledge of Banking, HR, IT services and education domain.. Excellent knowledge on both windows and Linux platforms. Enjoying work under pressure and can achieve highest degree of performance for any kind of IT projects across any industry.

CONTACT INFORMATION

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CAREER BACKGROUND

TOTAL EXPERIENCE - 14+ YEARS

MY PROJECT MANAGEMENT SKILLS

- Solid experience in decision making, Project scheduling, project planning, Project implementation, Client management, stakeholder management, Vendor management, agile and waterfall methodology, Strategic planning, Team building, negotiations, cost management, Budgeting and billing.
- Collaborated with impacted departments and SMEs to conduct a current state assessment, develop a target state solution and perform a gap analysis for the project
- Successfully managed and coordinated with all stakeholders, across the enterprise, and across regions to ensure that project deliverables were delivered on time
- Excellent communication, problem solving, conflict / resolution management, active listening, time management, and interpersonal skills
- Designed and delivered a target state operating model
- Conducted a current state vs. target state gap analysis for the project
- Personable and well-proven experience working well with all groups including business, operations, and technical organizations
- Provided overall communication and interfaced with all areas affected by the program/project including cross-functional stakeholders, business sponsors, and vendors
- Familiarity with a fast-paced project execution environment; a mix of Agile and Waterfall
- Strong expertise in applying flexible change management deliverables, including training, communications, and stakeholder engagement to increase end-user adoption of project implementation
- Managed and successfully rolled-out the target state
- Partnered with the firm's Risk Manager to build out a Compliance program
- Established strategies to maintain effective communications with all key stakeholders
- Collaborated with Ops, Finance, payroll, HR and other stakeholders to develop remediation plans
- Facilitated steering committee and working sessions, plus provided regular updates to senior executives
- Successfully implemented the various project phases, including planning, build, UAT/testing, Go-Live deployment, normalization and decommissioning
- Collaborated and Worked with all stakeholders and senior leadership to rapidly develop implementation project plans
- Ensured adherence to product processes, quality standards, and deliverables
- Proven experience in managing multiple large programs/projects in an enterprise environment delivering enterprise software products
- Developed, maintained, and tracked project management plans and schedule. Socialized with program sponsors and firm leaders to ensure leadership engagement
- Demonstrated consistent ability to lead cross-functional teams and deliver technical solutions while mitigating or removing hurdles / obstacles
- Managed program risks and issues, as well as changes to projects plans and deliverables

JOB ROLES

I have sufficient knowledge and hands on experience on:

- Developing project plans, goals, and budgets; identifying resources needed
- Developing schedules and methods for measuring results
- Project Costing & Billing
- Guiding and performing strategic analysis for the project
- Organising and managing all phases of the project to ensure on-time completion
- Risk & Compliance, IT Service Management, Change & Incident Management, Service Desk.
- End to end projet management
- Assembling and coordinating project team members; assigning individual responsibilities
- Preparing requests for proposals and conducting all necessary meetings to facilitate selection of project services and products
- Planning and overseeing the preparation and dissemination of project communications.
- Infrastructure Management
- Leadership
- Management
- Communication
- Problem Solving
- Negotiation
- Cost Management
- Costing & Budgeting
- Project Scheduling
- Team Building & Mentoring
- Client Relations & Presentations
- Business & IT Planning
- Vendor Management
- Project implementation.
- Project initialization.
- Project management.
- Project planning.
- Project reporting.
- Program risk assessment.
- Program risk mitigation.
- Program management risk mitigation.
- Risk assessment
- Risk management
- Scrum
- Stakeholder management
- Strategic planning
- Expertise with Opensource and cloud technologies

CAREER BACKGROUND

TOTAL EXPERIENCE - 12 YEARS

ManpowerGroup Malaysia | Dec 2019 - Present

DESIGNATION : IS MANAGER

REPORTING TO : COUNTRY MANAGER

- Supporting Manpower Associates of across Malaysia.
- Manage project throughout entire project life cycle. Identify and resolve issues and conflicts within the project team on timely basis
- Windows/Linux and VM infrastructure management including build/decommision/migration/patching activities
- Infrastructure, application & datacentre operations
- Audit and compliance for country IT infrastructure including data privacy and GDPR.

DXC Technology, India | Aug 2018 - Nov 2019

ROLE: PROJECT MANAGER

REPORTING TO : DELIVERY MANAGER

- Worked as Project manager for one of the world's largest bank.
- Planning and implementing data center operation projects using IT Service Delivery, Capacity Management, using various ITSM Tools which include both on-premise and Cloud based.
- Performing advanced technical knowledge to operate one or more technology areas (e.g. server administration, technical security management, performance management) or customer groups that are critical or high-risk.
- Integrating technical knowledge and business understanding to create superior solutions for the company and for client.
- served as primary contact for client inquiries and concerns, also have been awarded as best employee for the same
- Research and documenting technical design specifications and other system-related information.
- Resolving single- and cross- technology incidents independently.
- Change Management/Implementation: Independently review, implement, and verify changes/solutions of high complexity and risk to meet customer and/or trade/IT infrastructure needs.

eNoah isolutions, India | Oct 2013 - Jan 2018

ROLE: PROJECT MANAGER

REPORTING TO : VICE PRESIDENT

- Worked as Project manager for IMS - IIT Gandhinagar. IIT is India's top ranked engineering university.
- Project implementation within agreed SLA.
- Costing and budget of project
- Managing a delivery team to ensure timely and accurate clients deliveries.
- Played scrum master role
- Implementing new enhancements with IMS application. Installing and maintaining Linux servers for QAD.
- Vendors and stakeholder management
- Preparing analysis report for new projects

MY NOTABLE ACHIEVEMENTS

- Currently implementing frontend, middle office and backend application automation for Manpowergroup Malaysia
- Successfully implemented NGN - Highest level of IT security for ManpowerGroup Malaysia
- Successfully decommissioned 600+ CI's in couple of months for a bank
- Designed new processes & templates for decommissioning cloud based Servers for bank
- Successfully implemented data centre exit project in April 2019 for a bank.
- Implemented Institute management system
- Implemented new ERP system for Manpower Malaysia
- Implemented IT infrastructure for a shopping mall with foodcourt
- Implemented Google project for Manpower Malaysia
- Trained hundreds of individuals & corporate on various IT skills
- Have setup IT infrastructure for small companies in India

Certifications I have

- Prince2 Certified Practitioner
- Vskills certified ERP Manager
- Suse certified Linux administrator - 12
- Vskills Certified GDPR professional
- Vskills certified project Management Professional
- HP Accredited Technical professional Loadrunner V12
- HP Accredited Technical Professional ALM V12
- ITIL V3 Foundation in IT Service Management
- Certified MSME Six sigma yellow belt
- Lifesaver certificate – Usha Fire and safety
- I am a certified Vedic astrologer
- I am a certified Cognitive behaviour Therapist

DESIGNATION : **IT MANAGER - MANPOWER MALAYSIA**

REPORTING TO : **COUNTRY MANAGER**

- Supporting Manpower Associates of 3000+ numbers across Malaysia.
- IT Budgeting, Resource planning and project assignment of IT Engineers within Manpower Group and clients on site.
- Manage project throughout entire project life cycle. Identify and resolve issues and conflicts within the project team on timely basis
- Stakeholder management.
- Identify and manage project dependencies and critical path
- Plan and schedule project timelines and milestones using appropriate tools
- Build, develop, and grow business relationships vital to the success of the project and organization.
- Maintaining large IT infrastructure with Linux and Windows servers.
- Successfully Implemented new backend application
- Successfully Implemented GST system for in house applications
- Successfully Implemented security program -GRIP

DESIGNATION : **SENIOR EXECUTIVE - IT SUPPORT**

REPORTING TO : **IT MANAGER**

- Installing and maintaining Windows & Linux servers
- E-mail and access management
- Backup and restore of server snapshots
- Kernel update and patching
- Security updates

Fun Multiplex Pvt Ltd

Nov 2007 to Nov 2009 & Jul 2012 to Aug 2013

DESIGNATION : **SENIOR EXECUTIVE - IT**

REPORTING TO : **IT MANAGER**

- Installing and maintaining cinema & food court ERP applications.
- User and security Management.
- Maintaining Windows and Linux servers.
- Database administration.
- Security patches and kernel updates.

Unix Services | Nov 2009 to Jul 2012

- Training individuals and corporate on opensource skills.
- Trained plenty of individuals and corporate clients such as CMC, Govt. Of Karnataka, C-DOT, Novel, HCL, Thought works.... on various networking concepts such as DHCP, FTP, DHCP, IPTABLES, SAMBA. etc.
- Installing and maintaining Windows & Linux servers
- e-mail and access management
- Backup and restore of server snapshots
- Kernel update and patching and Security updates

PERSONAL DETAILS

- I am 38 Years old
- I have a valid passport
- I am an Indian
- I am Married
- Learning new technologies, Reading novels, Writing articles are my hobbies
- Published 5 books in kannada
- Some of my books are getting translated to other languages
- My upcoming book is translating into 5 Indian languages and will be releasing in April 2022
- As a columnist, I write regular columns on famous kannada newspapers
- I have my own cinema & entertainment blog - <https://chitrdyama.com> where I am publishing kannada cinema related articles
- I can join company in next 60 days

EDUCATION

- Pursuing - Master degree in Psychology (M.Sc. Psycho)
- Pursuing M.A. in vedic astrology
- Master in Computer Application
- Bachelors in Commerce
- Master in computer application
- B.A. in vedic astrology
- Diploma in Computer Science and Engineering

LANGUAGES I KNOW

I can speak / read & write :

- English
- Hindi
- Telugu
- Tamil
- Kannada

currently I am learning :

- French
- German

MY YOUTUBE CHANNEL

I am training people various IT concepts using my youtube channel by uploading training videos

<https://www.youtube.com/c/SureshaTN>

PROJECTS HANDLED

DATA CENTRE EXIT PROJECT

Tools worked with :

Servicenow, Linux, Windows, Oracle, SQL / Sybase, & Project management tools & techniques

- Worked as SPOC throughout the data centre exit project
- Decommissioned 600+ servers and databases successfully
- Stakeholder management
- Resource planning & Reports

ERP, FRONTEND, MIDDLE OFFICE, BACKEND APPLICATION AND GST IMPLEMENTATION FOR MANPOWER MALAYSIA

Tools worked with :

PM tools, ERP, Linux, Windows, Database, Agile.

- Worked as project manager throughout the lifecycle
- Identify business risk and define mitigation plan
- Stakeholder management
- Infrastructure resource planning for ERP
- Implemented GST for in-house ERP application

IT SECURITY FOR MANPOWER MALAYSIA

Tools worked with :

ERP, Linux, firewall, Disaster recovery, windows, Mysql, Vmware, scrum.

- Worked as project manager – Malaysia for project network security
- Revised, Revised & implemented about 30 security policies
- Implemented NGN, web and e-mail security.

IT INFRASTRUCTURE FOR FUN REPUBLIC MALL

Tools worked with :

ERP, BMS, Linux, firewall, windows

- Implemented building management system
- Implemented IT infrastructure for shopping mall
- Implemented IT infrastructure for 5 screen cinema multiplex
- Implemented ERP for cinemas and foodcourt

ERP FOR IITGN

Tools worked with :

Windows, Linux, Vmware, MS Project Scrum, php, mysql & Jira

- Implementing new enhancements with IMS ERP
- Regular patches and kernel updates
- Worked as project manager throughout the project lifecycle

THANKS FOR VIEWING MY PROFILE !!! HAVE A GREAT DAY !!!