**Sathish Kumar V**

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**ABOUT**

14+ years IT career in IT Service Management, Project Management, Infrastructure, and Service Delivery, across various multinational organizations and industry sectors. An experienced IT Service Manager, Infrastructure Manager, managing highly skilled global teams, delivering services and project outcomes to various customers across the globe, in 24/7 environments.

Exceptional Service Management, Project Management skills using Agile and Prince 2 methodologies, Service now (Config, Admin), Monitoring Systems( Zenoss, nagios) successfully delivering enterprise level projects, developing Budgets, Controlling Quality,Managing Risks and Issues, Benefits Realisation, Team Leadership and Customer Liaison.

**SKILLS**

* Cloud services (AWS/Google/Cognizant)
* Data Center Management
* Project Management (Prince 2 or Agile)
* Transition Manager
* ITIL (Incident/Problem/Change/Release, Configuration and Asset Management)
* Windows/VMWare/Networks/Databases
* Cost Management - Opex and Capex
* Service Now (Configuration, Administration, integration with Monitoring tools like Zenoss)

**OBJECTIVE**

*Seeking to be an Infrastructure or Project or Service Delivery Manager with an organization where I can best utilise my following skills:*

* Requirements gathering from various stakeholders to meet the customer demands.
* Expertise in implementing IT Service Management (ITSM) solutions based on ITIL processes and ensuring process governance.
* Proficient in escalating global high severity incidents and monitoring, coordination in migration of data centers, customers from different platform to renowned platforms.
* Sound exposure in delivering optimal solutions to customers.
* Efficient team Manager or People Manager with good communication, interpersonal, motivational, problem solving, analytical, decision making and leadership capabilities.
* Strong financial, vendor, asset and resource management skills.

**CERTIFICATIONS**

* ITIL V3 Intermediate
* COBIT 5.0
* Certified Ethical Hacking (C|EH)
* Foundation In Cloud Computing from IBM
* Google Certified Professional from Cognizant

**KEY PROJECT HIGHLIGHTS**

* Governing Changes in the infrastructure and application in line with change management process.
* Implementing Change management reports like forward schedule of changes.
* Part of change advisory board to review and approve changes in the digital platforms.
* Communication of complex change management process and follow up the complex changes till the closure which in turn benefits the end customers.
* Reduction of Change caused incidents by building the CI mapping with application services.
* Defining processes like change, problem and incident from the master service agreement and aligning it as an SLA and consult leaders on the ITIL process and create awareness on the same.
* Identifying and deploying vendors across the globe to enhance the Object/Image Character Recognition platform owned by cognizant and hosted within their own data center.
* Managing the infrastructure and operations team and provide technical solutions to a large insurance company hosted within Cognizant’s data center.
* Deployment of tools like zenoss, snaplogic, service now and working with integration of configuration item database (CMDB).
* Continuous implementation of various automations including but not limited to: server maintenance, database maIntenance, updates etc.
* Identify and mitigate capacity constraints in the Data center. Example: Storage, ESXi, Chassis etc.
* Leading the transition and transformation projects of critical customers across four Delivery centers in IBM India.
* Effectively managed the Data Center building project for a Banking and Logistics customers of IBM.
* Handled various customer communication projects for a Banking customer.
* Main approver in the change advisory board to review and approve any changes to Credit authorization system (Mainframe LPAR).

**ACADEMICS**

* Bachelor of Computer Science, Madras University (2005)

**EXPERIENCES / PROJECTS HANDLED**

**Cognizant Technology Solutions (January 2015 to Till date) - Service Delivery Manager**

Currently managing two major Banking and Finance customer and their infrastructure by implementing process and procedures in line with ITIL good practices. This includes End to End IT transformations, Network and Server Infrastructure migrations, upgrades, greenfield locations, Data Center Migrations and Monitoring solutions.

Revised and implemented Project Management Frameworks and ITIL process and procedures to proactively identify and resolve problems, decreasing incidents and increasing availability of services.

Architected IT solutions using a broad range of Physical/Cloud Infrastructure and Applications. These include offerings from vendors such as Amazon Web Service, Microsoft hosted and cloud services, Cisco, VMWare, Google.

Responsibilities

* Definition of Process- Complex change management process to meet agreed SLA with customer.
* Implemented and govern the Fix forward process.
* Approve the changes and plan the major changes and align the resources to deliver the best.
* Data Migration- Traditional infrastructure to Cognizant owned Cloud, Google/Azure or AWS Cloud.
* Infrastructure Setup for Vendors in Azure or AWS or Cognizant cloud.
* Managing the application hosted in Cognizant cloud.
* Onboarding and choosing vendor, working with corporate security and legal team.
* Datacenter Management and coordinating with the customer on the implementation of the changes.
* Managing technical tower and operations as part of people and technical management.
* Working with sales team for new business.
* Running major incident management and providing root cause analysis to the customers.
* Gather requirements for performing proof of concepts and deployment of vendor solutions in cognizant owned platforms such as Object/Image Character Recognition system and Data Repository.
* CAB (Change Advisory Board) and ECAB (Emergency-CAB) Member
* Managed 110 FTE for a Time and Material project with a cost profit of 36%.
* Participate in audits like Soc Type 1 and Type 2 from E&Y.

**IBM India Pvt. Ltd. (July 2009 to Dec 2014) - Delivery Operations Manager**

As an ITIL consultant managed and governed American Express project and their critical application My Card Account (MYCA) that was hosted in IBM data center. Handled a large Change/Incident/Problem management team to deliver the services effectively to the customer.

Defined end-to-end process to manage major incident and change management that resulted in reduction of business impact to the customer. Received “ IBM Means Service” and “Process Pioneer” award for defining this complex change management process which is still used by American Express.

Responsibilities

* Lead transition and transformation projects across multiple Delivery Centers in India.
* To bring innovation and automation in Service Management team to reduce the cost.
* Perform GAP Analysis, prepare G2G (Get2Green) plan to successfully deliver projects that were at the risk of not meeting the SLA
* Travelled to Finland to transition the incident, problem, change and CMDB for a logistics customer from Finland to India.

**Sutherland Global Services Pvt. Ltd. (Sep 2005 – Maу 2009) - Subject Matter Expert**

Managed the testing and maintenance of shop.com website. Provided Level 2 Technical support and Software Support for remote customers from various parts of the globe.

Responsibilities:

* Managing the team on day to day activities.
* Ensured compliance with all processes & procedures established by the company
* Managed customers and project SLA

**Working Rights**

Visa type: Provisional Resident Subclass 309

Date of Grant: 23 December 2019

Expirty: 23 December 2039

Working Rights: No restrictions

Pending Cases with Department of Home affairs: Yes, Pending visa subclass 100 - Permanent Resident