

Visionary Leader, targeting strategic assignments in **IT Service Operations** entailing Software & Hardware with an organization of high repute.

CONTACT INFO



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CORE COMPETENCIES

Strategic Planning & Leadership / IT Service Management

Application Management / Hardware Configuration, Monitoring & Repair

Incident, Problem & Change Management

Service Delivery Management / IT Governance, Risk & Compliance

Purchase & Vendor Management

Operational Excellence / Data Center Management

Transition & Transformation

Reporting & Documentation

End User / Client Management

NOTABLE ACCOMPLISHMENTS

- Worked on implementation AD for and approx. thousands of Internet and Intranet Desktops, Laptops within the stipulated time by leading and managing team
- Co-ordinated and Involved in configuring and hosing redundant Web Servers.
- Co-ordinated and Involved in successful Data Migration from Legacy System to IFS DB Server, during Initial face of IFS Implementation, in Particular Finance Module
- Trained User groups on New Release of IFS in particular Finance Module as well as New Release of each Intranet Webpages deployed, In-house applications
- Co-ordinated and involved in periodical Data Cleansing in IFS , in Particular Finance, MRO and Distribution Modules
- Participated in existing Servers Hardware Up

SHANKAR N

SUPERVISOR (COMPUTER)



PROFILE SUMMARY

- Result-oriented professional** with **nearly 17+ years** of experience in IT Service Operations across Defence Public Sector & Defence Civilian
- Excellence in addressing & resolving **issues pertaining to ERP**, including daily issues, basic customizations, quick reports, crystal reports, flat file migrations, file exports, roles and rights
- Rich experience in **monitoring PC configuration** via the Helpdesk software's / Servers; ensure that all End User PCs are correctly patched
- Capabilities in **configuring, deploying & managing cloud platform** by providing hardware & software support, monitoring system performance and driving system improvements, updates, upgrades, installation, configuration, deployment, migration and maintenance
- Technocrat with specialization in end-to-end **service operations**; directed business operations through executive level planning and **analyzed & resolved delivery issues** in a timely fashion
- Proficient in **setting out delivery standards** for various operational areas, implementing quality systems & procedures to facilitate a high-quality experience, while **adhering to the SLA** and business services
- Proven track record of **establishing cordial relationship with stakeholders technical teams &** cross-functional teams for successfully executing concurrent projects
- Skills in **directing corporate IT initiatives** while participating in planning, root cause analysis and implementation of solutions
- Experience in maintaining **IT Hardware equipment & accessories**, and tracking assets including desktop PCs, laptops, and peripheral equipment including configuration, monitoring, replacement, repair & disposal
- Track record of **establishing cordial relationships** with stakeholders, technical teams & vendors for successfully executing concurrent projects; **effective leader** with capabilities in motivating teams and maintaining deliverables as per the defined guidelines while elevating service standards for **operational excellence**



CERTIFICATION

- Professional Skills Development Programs organized by **Hindustan Aeronautics Limited**
- PG Course in Cloud Computing (March 2023)** from **Caltech, USA**, through **Simplilearn**.



TECHNICAL SKILLS

- Java, JavaScript, HTML, CSS, VB, VB Script, VB.Net, ASP,ASP.net, Oracle 10g, DBMS, SQL, PL/SQL, My SQL, C, C#, C++, UNIX and Shell Programming, Data Structures and PERL Script**
- Software:** IFS (ERP), Intranet and Internet Service / Business Applications, VC Applications (MS Teams, Cisco WebEx & so on)
- Operating System/ Servers:** Windows, UNIX and Linux



WORK EXPERIENCE

Dec'08 – Present | Supervisor (Computer)
Hindustan Aeronautics Limited

Key Result Areas:

- Managing minor & major issues, enhancement requests pertaining to IFS (ERP), Finance, IMM, HR, and MRO Modules of IFS
- Rendering assistance in & coordinating
 - Minor & major enhancement requests pertaining Intranet Webpages Classical ASP (VB Script, JavaScript, HTML, CSS, Oracle 10g / 11g)
 - Several new development of Intranet Webpages, including Hindi Version Classical ASP (VB Script, JavaScript, HTML, CSS, Oracle 10g / 11g)

- gradations
- Managed Critical Data Recovery and Restore of Industrial Desktops, Web Servers
- Coordinated in the major In-house development and deployment of Hindi version of Intranet WebPages within the stipulated time by leading and managing team (Classical ASP and ASP .Net)
- Facilitated implementation of Secured Web Gateway for hundreds of Internet Connected Desktops and Laptops within the stipulated time by leading and managing team
- Organized Technical Events of HAL Technical Society (Presently Holding Treasurer Position), for the benefit of its members and School and Engineering Students (Aero modelling, Science quiz & so on)
- Managed upgradation of windows 10 OS for and approx. Hundreds of existing Internet and Intranet Desktops, Laptops within the stipulated time by leading and managing team
- Executed Periodical (Quarterly) IT-Audit for and approx. thousands of Intranet and Internet Desktops, Laptops, within the stipulated time by leading and managing team
- Devised IT- Security Policy for and approx. thousands of Internet and Intranet Desktops, Laptops within the stipulated time by leading and managing team
- Played a key role in the development and deployment of several Intranet WebPages within the stipulated time by leading and managing team (Classical ASP and ASP .Net)
- Worked on hardware upgradation of approx. hundreds of existing Internet and Intranet Desktops, Laptops, within the stipulated time by leading and managing team
- Performed Periodical (Quarterly) IT-Audit for and approx. thousands of Intranet and Internet Desktops, Laptops, within the stipulated time by leading and managing team

EDUCATION

2014: B.E. (Computer Science & Engineering) from B. M. S. Evening College of Engineering, Visvesvaraya Technological University (VTU), Belgaum, Karnataka

2005: Diploma (Computer Science & Engineering) from Board of Technical Examination, S. C. T. Polytechnic, Bangalore, Karnataka

2002: SSLC (Karnataka Secondary Education Examination Board) from Sir M. Visweswaraiiah High School, Bangalore

PERSONAL DETAILS

DOB: 8th February 1986

Languages: Hindi, Kannada, Tamil, Telugu and English

Address: Bangalore

- Minor & major Enhancements pertaining Intranet WebPages ASP.net (C#, JavaScript, HTML, CSS, Oracle 10g /11g)

- Identifying, analyzing & initiating escalation process based on the escalation criteria specified by the organization
- Extensively contributing in implementing process improvements; recommending technical/business process & developing dashboards to monitor trends and customer escalation
- Ascertaining systems stay running in a stable state and meeting SLA requirements
- Facilitating translation of technical concepts to peers, management, leadership, and customers
- Submitting regular status reports to management on service status and other metrics as required
- Resolving major service issues and escalations within the TAT
- Entrusting with role of Incident Manager and proactively reporting to management and business partners regarding critical outages until resolution
- Leading effective cross-functional coordination of Product, DevOps, Applications, Support and Engineering Teams to define, design and scope incident or escalation management procedures
- Troubleshooting the escalated technical issues for team members, by self or with the help of Vendor in extreme cases
- Assisting & coordinating Intranet New webpage developments / Up gradations including Classical ASP and .net Page
- Assisted in Configuring hardware, printers, devices and software to set up work stations for employees
- Minimizing risk by developing Organization policies and controls for security and data protection, data storage and retrieval, accessibility to users, and conducting periodic audits. Coordinating with periodical Internal IT Audit of Intranet and Internet Computers, as per the Company IT Security Policies
- Rendering assistance & coordinating Critical Data Recovery, Backup and Restoration
- Assisting, coordinating, guiding and installing, configuring, servicing & upgrading approx. thousands of Windows computers including Servers, Desktops, Laptops and thin clients, team work
- Enhancing support experience quality results by studying, evaluating, and redesigning processes, establishing and communicating service metrics, monitoring and analyzing results, and implementing changes
- Identifying process inefficiencies and compliance issues, and implementing strategic solutions. Manage Active Directory (AD), IFS, Internal Mail Server, and Internal Web Server maintenance performed by IT Operations team: Set up new users, retire old users. Maintain security and mail groups
- Actively monitoring assets such as desktop PCs, laptops, and peripheral equipment, including replacement, repair, hardware upgradations, software updates and disposal (E-Waste Management)
- Leading technicians and system administrators to directly support end users and customer facing systems (IT Services on Hiring Basis Eg. Printers, Scanners)
- Spearheading the security incident response process, including the ongoing monitoring of threats and vulnerabilities, and respond to major security events
- Defining, driving & managing the corporate information security technology architecture spanning security solutions across enterprise, and continually keeping updated about new solutions; reviewing & resolving various IT related issues & grievances
- Managing incident response, including steps to minimize the impact and then conducting a technical and forensic investigation into how the breach happened and the extent of the damage
- Performing periodic Risk Assessment across organizations with internal audit, and yearly penetration testing, simulating an attack on the system to find exploitable weaknesses
- Designing & executing short as well as long term strategic plans to assure infrastructure capacity attains current and future needs

Jan'07 – Dec'08 | Process Executive (Searcher)

First American India (FAI) FKA Intertitle (BPO), Bangalore

Scope of Role: Title Report Coding and On Job Trainer

Oct'05 – Jan'07 | Cyber In-charge

Cyber World, Bangalore

Scope of Role: Assistance & coordination with IT Services for Cyber World Customers



APPRENTICESHIP EXPERIENCE

2005 – 2006 | Board of Apprenticeship Training (Southern Region)

Hindustan Aeronautics Limited, Bangalore

Scope of Role: Apprenticeship Training (Computer Science)-Training