**Pradeep**



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**Personal Details**

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| **Date of Birth** | 29 Oct 1969 |
| **Marital status** | Married |
| **Nationality** | **Sri Lankan** |

**Career Objective**

Being working, out of Sri Lanka for many years planning to return home or seeking opportunities elsewhere to relocate for personal reasons and share acquired knowledge over the years by joining a respectable local Company or MNC based on availability. I am confident that I could add immense value gained over the years working with multi-level multi-cultural teams in many different projects. I am also happy to consider any role suited to my qualifications, experience & exposure in line with ITIL based service management, Data Center operations, Global or Local/Area based Application + Vendor management, IT Account Management or even lead in Technical management positions.

On top of the professional exposure and skills I have in the Management space for many recent years, I have very good technical 'hands on knowledge' which I really got my hands dirty by dipping thru the issues. Even right now my technical know-how and technical way of thinking (when appropriate) helps lot when dealing with my Vendors when it comes to project management or Vendor management as we do deal with lot of external/outsourced parties. Hence basically I know upfront what Vendors are trying to explain or sell on my needs.

**Working Experience (High-Level)**

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| 2012 - To date | **Application Support Manager (Malaysia Area, South East Asia)**  British American Tobacco (Malaysia) - Distributed IT Service Management  **Responsible for End to end support scope management (outsourced) of :**  Company’s Trade Marketing & Distribution (TMD) solution (35 distributors nationwide) – Including Level 1 & 2 support.  List of Manufacturing related Business critical IT systems.  SAP ECC based Enterprise Resource Planning System (ERP).  Managing the IT budget for the company & consolidation for the area (ASPAC – South East Asia)  Engagement with relevant business functions on need basis.  End to end management of group wide Regression & retrofit testing. |
| 2010 - 2012 | **Project Essence – Transition Delivery Lead**  Global Service Delivery (BAT GSD- Kuala Lumpur - Malaysia) |
| 2009 July – 2010 July | **Tier 2/3 Data Centre Operations Service Manager**  Global Service Delivery (BAT GSD- Kuala Lumpur - Malaysia) |
| 2007 - 2009 | **Business Consultant (SAP Business Warehousing - BW)**  Global Service Delivery BAT GSD- Kuala Lumpur - Malaysia  Global Support operation for SAP BW and FI (Relevant) |
| 2006 Jan - 2007 July | **Service Line Manager – SAGE/CS3 ERP Support**  Enterprise Application Support CS3 – ERP  Global Service Delivery (BAT GSD- Kuala Lumpur - Malaysia) |
| 2005 - 2006 | **Business & Technical Consultant (Team Lead) -** Global Service Delivery-KL - Malaysia)  Seconded to BAT’s Asia pacific Main shared service center in Kula Lumpur  Lead number of Global Data Center implementations (details in a section below)  Lead number of end market business & Technical consultancies  Manning the 24x7 Global Support operation for ERP  Hands on experience in Oracle Technical/DB & HPUX in support + Implementation.  End to end Application system implementation in Global Data Centers |
| 2001 - 2004 Dec | **Senior Technical Consultant – SAGE/CS3 ERP Support**  Advent International Ltd – ERP Consultancy (Fully owned subsidiary of Ceylon Tobacco for ‘Center of Excellence’ in implementation ERP (SAGE manufacturing) , Operational excellence & Supply Chain training to Asia pacific, Middle east & Africa, Eastern Europe and Russia, West Indies/South American, where I provided key services of technical ERP assistance and needs based Supply chain and Operational excellence (MRPII)  support) |
| 1997 - 2001 | **IT Executive in Marketing & Manufacturing/Quality -** Ceylon Tobacco Co.  Lead implementer number of Marketing applications (T&MD Solutions)  Support Nationwide T&MD application Operations  Sole implementer for Manufacturing Quality in Primary/Secondary Manufacturing  Support in end to end companywide PC & Network systems |
| 1990 - 1997 | **Trainee in IT Operations -** Ceylon Tobacco Co. Member of British American Tobacco  Leading operation/Technical role in Local IT  AS 400 Operations, Networking, Backend administration  Support in BPCS/ERP implementation  Companywide local IT support front line operations.  Manning the 24x7 Help/Support Desk |

**Academic Qualifications**

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|  | BCS - CITP (Chartered IT Professional)  Verified Academically by Individual case procedure against a panel of assessors |
|  | Diploma in Software Development  National Youth Service Council |
| 1989 | Local G.C.E. (Advanced Level) Examination |

**Skills & Competencies**

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| Technical Skills | Oracle 8i SQL Plus & PL/SQL admin, Lotus Domino Designer, Business objects v 4.1 designer, Oracle 9i DB Administration, Informix SQL & 4GL, MS Windows Server Enterprise Technologies & Microsoft TCP/IP, AS 400, Visual Basic, SCO Unix System Administration, Spares Finder user customization, |
| Soft Skills | Leadership, Coaching, Creative Thinking, Team Building, Presentation Skills, Influencing Skills, Stress Management, Writing Skills, Project Management, Negotiation Skills |

**Training Programs & Vocational Qualifications**

* SAGE Technical -Technical Accredited Specialist – consists of 15 Hour Examination with a practical installation of comprehensive ERP system. Conducted by SAGE Enterprise Solutions – UK
* SAGE Security & Auditing -Security & Auditing Specialist. Conducted by SAGE Enterprise Solutions – UK
* Filtorna (Cerulean) Freeway Installation, Configuration for Production Quality (QTM) system Engineer Conducted by Filtrona Instruments & Automation Ltd.-UK Currently Known as Cerulean Automation Ltd.
* Accredited Installation Engineer & Sales Training of VERSIONONE products (Document management and Archiving Solutions). Conducted by VersionOne Co. Limited, Cheshire – Manchester United Kingdom
* Impromptu and Power play Installation Engineer of COGNOS products. Conducted by COGNOS Corporation – Singapore
* PRINCE 2 Foundation Examination (APM Group) Project Management methodologies. Conducted by British American Tobacco & by a Senior Consultant of Rational Management Ltd – Australia held in Kuala Lumpur – Malaysia
* ITIL Service Management V 2.0 Certified - Foundation Examination. Conducted by British American Tobacco & by a Senior Lecturer of ‘Pink Elephant IT Management Limited in KL – Malaysia
* SAP BW (Business Intelligence) Ver. 7 -Enterprise Data Warehousing conducted by SAP Malaysia
* SAP BW (Business Intelligence) Ver. 7 -Enterprise Data Warehousing – Enterprise Reporting and Query Analysis conducted by SAP Malaysia
* SCQuARE – Thinking strategically – communicating Clearly conducted by SCQuARE International – UK
* ITIL Service Management V 3.0 Certified - Foundation Examination Conducted by British American Tobacco & by a Senior Lecturer of ‘ALC Training partner’ – Branch based in KL – Malaysia.
* ‘COBIT Foundation’ Certified.

**Some notable achievements during the tenure**

* Managed & performed the Data Centre migration of ERP Systems & setup Lookup/Archive Systems.
  + 1. BAT Albania & Bosnia
    2. BAT Russia
    3. BAT Zimbabwe
    4. BAT Serbia & Croatia
    5. BAT Cameroon
    6. BAT Sri Lanka
    7. BAT Indonesia
    8. BAT Egypt (End Market based Lookup/Archive)
* As the Service Line manager for the Global ERP of BAT group. (Asia, Africa-Middle East & Europe) following key tasks were delivered.
  + 1. Application Support transformation for BAT South Eastern Europe cluster (SEE)
    2. Managing & Setting up of ERP Data Archive (look-up System) in Germany/Hamburg Date Centre (T-systems DC)
    3. DC Migration from Hamburg to Frankfurt - Germany.
    4. Support outsourcing project of ERP application to the Global Vendor SAGE.
* Managing a cross regional DC services (T2/T3) for Europe & Americas in BAT (ITIL based T2/3 Service Manager by managing the Global Vendor HCL India)
* Managing Local BAT Malaysia application land scape from BAU perspective while managing the Financials of Local Service Catalogue (LSC) for SEA area.
* Managing SAP Change Requests until it is fully taken over by the SAP ECC Solution center & Delivery.
* Managed entire Regression Test scope & Retrofit Test scopes aligning with Group’s SAP Deployment groups (DGs) from DG1 till DG5 while performing the BAU Application support obligations for BAT Malaysia
* The Vendor & Compliance Management accountabilities as being in ‘Application support Mgr’ is by providing support to the Senior Geographical Account Manager in delivery of an account plan covering all contractual delivery requirements.  This is accomplished through:
  + Stakeholder engagement
  + Data gathering and analysis
  + Tracking the BAT IT Target Operating Model (TOM) process compliance
  + Contract negotiation and dispute management
  + Monitoring of SLAs and KPIs
  + Chairing Governance Forums such as Service and Operational review meetings
* The creation and maintenance of an IT Account Plan (including IT projects, critical BAU IT activity, IT service improvement and IT cost )
* Ensure the implementation of the global IT strategy in the business through the definition of business requirements in line with business needs & engagement, the execution of IT projects & deployment of agreed services (applications / technologies)

**Certification**

I do hereby certify that the above mentioned particulars furnished by me are true and accurate to the best of my knowledge. I wish to assure you that I shall discharge all duties entrusted to me to the best of my ability and to your entire satisfaction.

Yours truly,