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| **johnson****johnson.370926@2freemail.com** |  |

# **SUMMARY**

I am an IT Project Manager with 10+ years of work experience in Project Management, Service Management, IT Operations, Network Management, Managed Services and Customer Service Management. Expert and highly familiar with project life cycles such as planning, executing, controlling and closing, proven ability to support multiple projects with medium to high complexity, Consistent track record of on-time and on-quality delivery. Possess an Engineering degree in Instrumentation Technology from V.T.U.

# **Career Objective**

My objective is to scale unreached potential, overcome unmatched challenges and contribute relentlessly to the success of the organization that I work with. Growth is an integral part of my success chart and with hard work, dedication and a positive mindset; I wish to transcend traditional standards of progression/growth to achieve the objectives both personally and for the organization.

# **AREA OF EXPERTISE**

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| --- | --- |
| * Project Management
 | * SIEM Implementation & Services
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| * IT Operations
 | * People Management
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| * Managed Security Services
 | * IT Service Management
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| * Vulnerability Management
 | * Business Process Management
 |
| * Network Infrastructure Management
 | * Customer Service & Client Relationship
 |
| * Procurement
 |  |

# **BUSINESS APPLICATIONS & PRODUCTS**

|  |  |
| --- | --- |
| * Microsoft Project
 | * ITSM BMC Remedy
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| * ServiceCenter Peregrine Tool
 | * Microsoft Visio
 |
| * Microsoft SharePoint
 | * Cisco Unified Call Manager
 |
| * ServiceNow
 | * MS Office suites
 |
| * HP ArcSight SIEM Tool
 | * Qualys tool
 |
| * SAP Business Objects
 | * OS: Win XP, Vista, 7, 8, Windows server 2003, 2008, 2012
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# **CERTIFICATIONS**

* ITIL v3 Foundation
* Cisco Certified Network Administrator (Certification number: 418264172891COAL)
* Pursuing PMP

# **CAREER HIGHLIGHTS**

|  |  |  |  |
| --- | --- | --- | --- |
| **EMPLOYER** | **YEAR** | **Total No. of Years** | **Designation last served** |
| **UNISYS** | Feb 2011 – Feb 2017 | 5.11 years | Project Manager |
| **SITEL** | Sept 2005 – Dec 2010 | 5.3 years | Customer Support Executive |

# **EMPLOYMENT HISTORY**

**Company:** UNISYS

**Duration:** July 2015 – Feb 2017

**Designation:** IT Project Manager – **Program Manager 5**

**Department:** Managed Security Services

**Achievements:**

* Successfully completed 10 projects
* Implemented Vulnerability management process in Unisys across all the regions - NA, EMEA, LACR and APAC
* Drove multiple infrastructure teams to deliver the project within the timelines, scope and budget
* Key player to improve the C-Sat and P-Sat for multiple client Projects
* Developed and implemented cost model for LogRhythm SIEM solution in Unisys
* Analyzed and built business process for a BCMS project.
* Successfully developed and implemented automated and manual ticketing process for Managed SIEM Services.
* Performed Enhancement activities on MSS portal

**Career Highlights:**

* Successfully managed multiple Security Projects such as SIEM implementation, SIEM cost model, SIEM ESM migration, Vulnerability management, Develop Managed Security Services for Stealth, Portal Integration, DLP implementation, DR set up.
* Deliver projects on time within the agreed level of quality by balancing demands of scope, time, Quality and cost with solid customer feedback.
* Create & Maintain Project charter, Project plan, Communication plan, Risk tracker, Roles & Responsibility.
* Plan the activities of different sized team members and monitor their performance for each project.
* Comply with the program policy in respect to the stakeholders, Customer, Suppliers, staff, and to carry out duties and responsibilities as per project management Code of Ethics.

**Company:** UNISYS

**Duration:** Feb 2011 – July 2015

**Designation:** Network Engineer – **SSR2, ESSA3 & ESSA2**

**Department:** Managed Network Services

**Achievements:**

* Successfully managed network infrastructure of client sites across NA & EMEA
* Analyzed and Improved business processes to meet the client requirements and objectives
* Led and managed a team of 6 people, drove them to achieve a common objective
* Improved client C-Sat by making changes in business processes
* Monitor and maintained the network infrastructure across multiple client locations
* Achieved client SLA and client objectives

**Career Highlights:**

* Administering & Managing LANs, WANs and Voice networks
* Configure IP and NON IP phones using CCM tools
* Manage external customer network infrastructure including day to day operations/maintenance, facilitating technical support case escalation and resolution, and implementing projects as requested by customer, and respond to network outages, performing field work as necessary.
* Ensure reliability, continuity and availability of the network (LAN & WAN)

**Company:** SITEL

**Duration:** Sept 2005 - Dec 2010

**Designation:** Customer Service Representative

**Department:** Microsoft

**Achievements:**

* Achieved best C-Sat executive for consecutive 4 months
* Responsible to drive Project C-Sat
* Key player to improve the client C-Sat
* Delivered quality services on all the line of business for Microsoft - Product activation
* Responsible for providing process training for new joiners

**Career Highlights:**

* Was transacting on all the line of business for Microsoft - Product Activation, Volume License keys, and Terminal Server Licensing keys
* Remotely solve Microsoft end users issues pertaining to Microsoft Operating systems and office suites
* Provide training to new joiners
* Was responsible to improve the business process and C-Sat.

# **Awards and Recognition**

* Received the performer of the month as a Project Manager
* Received the Associate of the month as a Network Engineer
* Nominated as the best executive of the year as a CSR
* Won agent of the month for consecutive months as a CSR
* Was nominated the best C-Sat agent of the quarter as CSR

# **ACADEMIC PROFILE**

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| --- | --- | --- | --- |
| **EDUCATION** | **SPECILIZATION** | **COLLEGE/SCHOOL** | **UNIVERSITY/BOARD** |
| SSLC | STATES | St. Emmanuel | STATE |
| PUC | PCMB | St. Aloysius | STATE |
| B.E | Instrumentation Technology | K.N.S.I.T | VTU |

I, Johnson acknowledge that the above information is complete and accurate to my knowledge.