 **Sundararajan**

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**Senior IT Operations Professional:** *Possess an integrated set of competencies in managing IT Service Operations & Infrastructure support for external & internal clients & business processes across geographies as well as providing business solutions and implementing strategies & plans for achieving corporate goals, aligning vision and steering growth initiatives*

*Seeking senior level assignments in* ***Project Management, Networking Operations &IT Infrastructure Management*** *with a leading IT organisation*

**PROFILE SUMMARY**

* An ITIL Certified&PMP trained offering 19.7 years(inclusive of 3.5 years of entrepreneurial exposure) of demonstrated career in setting up and heading projects:

*~ Networking Operations*

*~ Infrastructure Management*

*~ IT Operations*

*~ Project Management*

*~ Delivery Management*

*~ ITIL Management*

*~ Cost Control*

*~ IT Procurement*

*~ Problem Management*

*~ Incident Management*

*~ Liaison & Coordination*

*~ Team Management*

* A keen planner, strategist and implementer with demonstrated success in end-to-end ELV-project management and ensuring effective management of various resources to meet project specifications
* Conceptualized the business vision and translated them into business goals; established practices in order to deliver innovative solutions to complex business problems
* Skilled in mapping client’s requirements, custom designing solutions & troubleshooting for complex Information Systems Management – Infrastructure/ Project Management
* Capable of working in coordination with the team to prepare Technical Documents for Bidding of IT Projects &Contractual Documents for AMC support
* Setting up of complete Datacenterand Management
* Exposure in network devices related to Cisco 6500,7609,4500,3750,2950 & 1900 Series
* Skilfully implemented Microsoft Windows& Server Projects
* Proficient in swiftly completing up projects with competent cross-functional skills and ensuring on time deliverables within pre-set cost parameters
* An effective communicator & negotiator with strong analytical, problem solving and organizational abilities

**CORE COMPETENCIES**

* Recommending IT infrastructure requirements and upgrading to ensure acceptable levels of security, disaster management and data recovery plans
* Planning, coordination, scheduling & conducting coordination meetings with project teams for documentation of issues and actions pertaining to construction schedule
* Ensuring that the goals of the incident management process are achieved; restoring normal service as soon as possible based on customer perspective and within defined SLA
* Possessing comprehensive understanding of LAN, WAN, WAN Protocols, TCP/IP, networking devices administration, switching and transmission concepts
* Providing delivery of high quality services to support customer's business needs & achieving continued high client satisfaction from all operational users for services
* Evaluating end-user requirements, custom-designing solutions, troubleshooting for complex information systems management

**ORGANISATIONAL EXPERIENCE**

**Mar’15 to Sep’17 Al Ghurair Group (Cars Taxi Services Company LLC) as Asst. IT Manager – IT Projects & Operations**

**Projects:** Computer Networking, WIFI, Structured Cabling, Telephony and ELV Products - CCTV, Access Control, Scanning System

**Role:**

* Headed the IT Projects and Operations of the whole group located in various Emirates.
* Major Projects includes setting up of complete IT infrastructure which includes Computer Networking, Structured cabling, telephony,setting up of Servers, PC’s, Printers, Firewalls, WIFI Access points, CCTVSystem, Access control system, Token system , Public Addressing System, Digital Signage system, SAP ,Oracle ERP System, Website and App development for Corporate and other offices in the emirates
* Headed the IT team of the whole group for IT projects and daily IT operations
* Preparation of Bill of Quantity (BOQ) of the whole group forall IT requirements
* Responsible for Complete IT procurement from various Vendors and Suppliers
* Implementation of scanning system and Simulators
* Co-ordination with Service Providers (Etisalat ,Du) for leased line, Telephony & internet connections
* Preparation of AMC Contracts considering Legal, Penalty and support terms and conditions

**Highlights:**

* Efficiently handled Group IT Projects with the deadline
* Managed Group IT operations and make sure the maximum availability of IT Services
* Gathered all divisional IT requirements of the whole Group and implement it with the deadline
* Co-ordination with IT team, vendors, Suppliers and Service Providers for IT activities
* Daily and Weekly progress report of IT Projects & Operations to Group CEO and Group Operations Head

**May’14 to Sep’14 Protection Shield LLC, Dubai as Project Manager**

**Turnkey Projects:** Computer Networking, WIFI, Structured Cabling and ELV Products like CCTV, ACCESS CONTROL, BMS etc..

**Role:**

* Spearheaded complete service, sales and presales team and liaised with consultants, MEP contractors, vendors, suppliers and partners to meet the project requirements & deadlines
* Involved in Bidding Process of Major IT Projects ,Co-ordinated for the preparation of Bill of Quantity (BOQ),Technical Submittal of turnkey Projects
* Worked in coordination with project team, contractors, subcontractors and end clients to meet the technical and other project requirements
* Conducted trainings for necessary products to service and sales team
* Provided warranty support to end client as well as AMC support of the completed projects
* Involved in the Preparation of AMC Contracts considering Legal, Penalty and support terms and conditions

**Highlights:**

* Efficiently handled major clients –Tulip inn hotel, Jumeirah Beach Residence Hotel,JW Marriott Hotel, Cuca University for Complete WIFI, Networking & Structured Cabling
* Efficiently handled major client issues such as Network Connectivity, WIFI Coverage, Voice Quality took effective steps such as effective configuration of Switches, routers, WIFI Controllers, adding up more Access points for good coverage,Cabling issuesto resolve the same
* Significantly arranged Sales & Service Training & Development Program for Sales & Technical Team for Cisco (Routing &switching, Voice),Mitel (PABX Systems) and Meru (WIFI Access points & controllers) for the employees which helped in handling major IT PROJECT of CUCA University and AMC of Major Clients

**Sep’06 to Jul’10 Emirates Computers (Cisco Gold Partner, Leading Systems Integrator and Technology Solutions Provider), Dubai as IT Project Engineer - Service Operations & Projects**

**Project Handled:**  At Dubai International Terminal 3 Project

**Role:**

* Responsible Dubai Terminal 3 international airport project which dealt with multiple contractors, subcontractors like network Core Design by Cisco, baggage handled system by Siemens, networking, WDN by EC, security by Alpha-data, display systems by Conrac, flight information display System by Arinc, SACS by Honeywell and X-Ray systems by Smith Detection
* Accountable for installation, configuration, troubleshooting &maintenance of 1032 core & Edge Switches, over 700 wireless access points in which mainly all the Airport System Servers, Workstations, Voip Systems, Security Access Control Systems and other airport related systems
* Worked in coordination with Cisco, Thermo (MEP) and ADPI company engineers to plan and design the complete networking solutions for the airport
* Liaised with Thales LLC Company to:
* Arrange the cabling work of all network systems for various technical rooms and resolved escalation
* Prepare the safety and security procedure for all the data centres, core server room and technical rooms in airport terminal and concourse building
* **Worked closely with following companies:**Arinc for flight information systems, Siemens for baggage handling systems, Honeywell for CCTV & security access control systems and pacific controls company for building management systems
* Coordinated with:
* MEP and FIDS contractor to deploy the FIDS in various airports areas in the cisco networks
* MEP contractors for power related issues and availability of power in the technical rooms
* Cisco team to prepare high level & low level design for complete airport network

**Highlights:**

Deftly handled Major Projects such as Hilton Hotel Ras-al-Khaimah, Major GOVT Projects in UAE(Ministries&Police),Multiforms in DIP, Major Banks & AMC support of Major clients

* Significantly provided 24/7 support to all clients including Dubai International Airport Terminal -3

**ENTREPRENEURIAL EXPERIENCE**

**Aug’10 to Jan’14 SSI, Chennai as Project Manager**

**Role:**

* Monitored functions such as established & processed small scale industrial unit projects
* Responsible for setting up of IT infrastructure, Networking, Structured Cabling for Small Scale Industries
* Handled and managed functions related to installation, configuration & maintenance of computer networks
* Executed various project & prepared contractual documents
* Liaised with key people for on-going projects and provided reports to the management
* Accountable for creating the ITIL & Project Management procedures and planning

**Highlights:**

* Played a stellar role as IT Project Manager in establishing own small scale industry mainly in IT infrastructure & networking
* Efficiently managed similar small scale industrial projects

**PREVIOUS EXPERIENCE**

**Feb’06 to Jul’06 Innovative IT Solutions, Chennai as Network Engineer-Service Management**

**Feb’99 to Oct’05 Emirates Photo Marketing (Kodak Distributors), Dubai as Customer Support Engineer (Networking)**

**Apr’96 to Aug’98 Star Systems, Madurai as Customer Support Engineer**

**EDUCATION**

1996 BE in Electronics & Communication Engineering from Bharathidasan University, India

**PERSONAL DETAILS**

Date of Birth: 10th June, 1974

Languages Known: English,Tamil,Malayalam&Hindi

Nationality: Indian

Marital Status: Married

**TRAININGS ATTENDED**

***Undergone various training such as:***

* CCNP & CCNA Technical Training from Sansbond Networking School, Chennai
* Cisco Voice Training from Fast Track- Dubai
* Network Attached Storage Training from ALLION Tech, Dubai
* Wireless LAN Training from Senao Computers, Dubai
* MCSE, MCP & Novell Technical Training from Aptech, Madurai

**CERTIFICATIONS**

***Underwent various certifications on:***

* ITIL Foundation
* PMP Course from Nishtha Institute, Chennai India (Certification in Progress)
* Cisco Certified Internetwork Expert (CCIE-Written Exam)
* Cisco Certified Network Professional (CCNP)
* Cisco Certified Network Administrator (CCNA R & S)
* Cisco Certified Network Administrator (CCNA Security)
* Microsoft Certified Systems Engineer (MCSE)
* Microsoft Certified Professional (MCP)
* Novell Certified: Intranetware 4.11