**RESUME**

**BALA**

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**Career Objectives**

To become part of a challenging organization that provides opportunities for personal and professional development in the field of Information Technology & Information Systems with active interest in the field of IT Infrastructure Operations Management that involves Technology Management, Project Planning, Implementation, People Management and Development of Procedures and Processes. To work in a quality certified organization, which gives me an opportunity to demonstrate my skills & in turn be a source of growth for the organization.

**Summary**

An IT Professional with Experience in Infrastructure Management, IT Services Management (ITSM), Processes, Strategic Technology & Developing Cost Effective Solutions to meet customer / business requirements and Vendor Management and Service Delivery Management.

**Professional Experience**

**C3 Solutions Pvt. Ltd. - Bangalore**

**IT Manager (Jan 2013 – Till date)**

* Oversee the administration and maintenance of IT infrastructure.
* To strategies, plan, develop and implement the company’s IT budget and infrastructure plan.
* To manage and mentor the IT support team.
* To evaluate user need and system functionality.
* To ensure that all the facilities meet the needs of the end user with appropriate advice & support.
* Introducing and installing new system upgrades and security backups for hardware and software systems.
* To ensure the smooth running of all the systems, including anti-virus software, print services and e-mail provision.
* Initiate, track and monitor ongoing maintenance and support services for each account assigned within the respective territory.
* To provide secure access to the network for remote users.
* To oversee troubleshooting, system backups, archiving, and disaster recovery and provide expert support whenever necessary.
* Updating and upgrading with the latest Technologies.
* Ensure customer Operations staff closes projects to satisfactorily meet customer, deliverables.
* Coordinate activity and resources requirement to develop project plans & schedule to meet deliverable requirements (specification, time, cost and quality).
* Project management skills in keeping projects on schedule and assuring all relevant parties are informed on progress or issues.
* Responsible for managing all Business Applications, POS & ERP functionality.
* Responsible for managing & supporting the core IT Infrastructure Systems including Servers, Networks & Data Center Operations.
* Responsible for asset management, network & desktop support operations.
* Strong communication skills, written and in formal presentations.

**Computech International ltd,**

**Sr.Manager- IT Support (Computech Group) – (Jun 2009 – Nov 2012 Mumbai)**

* Manage Servers, Network & Storage Infrastructure.
* Perform quarterly review & audit of application access, Asset database, Application & Infrastructure changes.
* Lead and participate in departmental applications/IT trainings.
* Develop computer information resources, providing data security and control, strategic computing, and disaster recovery.
* Leading a team, provide technical support and manage, Trouble-shoot design, monitor and report status to the management. .
* Track and Monitor Hardware/Software assets and generate the periodical reports & leadership Team review.
* Evaluate new adapters and technologies and make recommendations
* Defining Solution and infrastructure architecture.
* Assist with training and change management issues associated with new business processes and technology.
* Manage backup, security and user help systems.
* Evaluate the organization's technology use and needs and recommend improvements, such as hardware and software upgrades.

**Manager-National Support (Feb 2003 – May 2009 - National Support - Mumbai)**

* Building a team of the talented Engineers and appointing service Providers.
* Defining Service Level Agreements.
* Managing customer complaint process.
* Organizing trainings for the engineers on different products from time to time.
* Interacting with vendors for repairs & purchase of materials.
* Managing customer complaint process.
* Supervised the computer assembly center, ensured production schedules are met & provided training for technicians at the production unit.
* Prepared and reviewed production, operating, and down time records and reports.
* Organizing trainings for the engineers on new products from time to time.
* Provided regular product and support training to channel partners and their personnel.
* Analyzing the Failures and providing necessary measures for better spare Management.
* Ensuring regular field feedbacks to the factory in order to improve upon the Quality.
* Diagnosed and resolved problems related to the technical specialty and which are unresolved by field staff.
* Escalating problems to higher up & factory for necessary implementation.

**Asst. Manager-Customer Support (Feb 1998 - Jan 2003 Bangalore)**

* To Ensure proper service deliverables like response time, telephonic support, E-mail support,
* Provided Regular Product and Support training to Channel Partners and their personnel.
* Analyzed and repaired hardware/software problems with computers.
* Analyzing the Failures and providing necessary measures for better spare Management.
* Ensuring regular field feedbacks to the factory in order to improve upon the Quality.
* Conducted research to identify the most common user problems and recommended solutions.
* Installed, moved, and upgraded information systems hardware, software and peripherals, communication equipment and other office technology devices and
* Provide front line technical support for all Clients.

**Computer Point (India) Ltd, - Bangalore**

**Customer Support – (Apr 1994 – Jan 1998)**

Job involved handling major clients, addressing their requirements, ensuring high level of Customer satisfaction, which results in repeated business, co-coordinating with the dealers in pre-sales support, spare inventory maintenance, post sales Support, negotiation and finalization of major clients, imparting training to the new staff for smooth support function to the customers. In charge of CSD department & operation for all existing clients and software installation and training.

**Education**

* Masters in Business Administration- IGNOU, Delhi
* Post Graduate Diploma in Management - IGNOU, Delhi
* Diploma in Management, IGNOU, Delhi
* Post Graduation in M.Com

Annamalai University, Chennai

* Diploma in Computer Science & Engineering

Directorate of Technical Education (DTE-Bangalore)

**Professional Certification**

* ITIL Foundation Certificate in IT service Management
* Microsoft Certified Technology Specialist (MCSE 2008)
* Microsoft Certified Systems Engineer (MCSE 2003)
* Microsoft Certified Systems Administrator (MCSE 2003)
* Microsoft Certified Professional (MCP)
* Sun Certified system Administration I (SA-238)
* Sun Certified system Administration II (SA-289)

**Leadership Skills**

* Ability to create plans to achieve specific results
* Take ownership for achieving objectives
* Motivator and strategist
* Know how and when to get into details to solve issues: Situational Leader
* Direct others to achieve objectives
* Problem solver
* Able to achieve results while strengthening capabilities of the team
* Provide Leadership/Oversight to other project managers to ensure quality delivery
* Can create delivery strategies to ensure quality delivery of multiple projects

**Technical Skills**

* Unix, Servers, WAN, LAN, Virtualization, TCP/IP, Routing, SANs, Oracle, SQL Server, Network design, firewalls, active directory, systems monitoring and management
* Implementing IT security tools and techniques
* Good working knowledge of information governance and its application within IT
* Experience of managing a service desk, system administration and technical infrastructure staff
* Demonstrable experience of managing/motivating and developing staff
* Confident in their abilities, can work under pressure and to tight deadlines
* Well-developed presentation and negotiation skills
* Good interpersonal skills able to establish positive relationships with members of the IT Customers, employees, suppliers, partners etc.,
* committed to self-development and be enthusiastic about acquiring new skills and embracing new technologies

**Personal Information**

Marital Status Married with 2 kids

Location preferred Bangalore

Languages Known English, Tamil, Kannada, Telugu & Hindi

ReferencesAvailable on Request

