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| Udaya Kumar G  #55, Subhodaya Nilayam, Royal Garden Phase 4, Zuzuwadi, Hosur - 635126  E-Mail : [Sysadmin.uday@gmail.com](mailto:Sysadmin.uday@gmail.com) , Mobile:+91 6381319304, +91 9739011310 | |
| **Personal Summary**  Dedicated, results-oriented Service Delivery Manager, with over 16 years of IT experience Serving in various roles and Technologies. Maintain continuous alignment of program scope with strategic business objectives, making recommendations to modify and improve the program/process. Creative problem solving and time management skills coupled with outstanding interpersonal skills . Effective coach and trainer with the ability to motivate and organize teams. | |
| **COMPETENCIES**   * IT Infrastructure/Design * IT Operations * Business Administration * Governance, Risk, Compliance * Cloud Computing (AWS, Azure) | **Certifications/Trainings**   * *AZ-900 Certified* * *ASPIRE (Leadership Development Program)* * *PMI Certified Project Manager -* PMP**®** * *ITIL Foundation training* * *Microsoft Certified Professional* (Case ID: 1393876 ) * *Six Sigma Green Belt training* * *Linux and AIX Administration Training* * *Diploma in Hardware and Networking, MCSE ,CCNA* * *AWS Associate Architect Training* |
| **Skills**  ▪ Service Delivery management (SDM) ▪ Project Management; ▪ Incident, Change, PR Management (ITIL); ▪ SLA & Penalty Management; Knowledge Management ▪ Operations Manager; ▪ Linux / Wintel & System Administration |
| **ACADEMIC QUALIFICATION**   * MBA - Project Management from SMU in Feb 2012 * BCA (Bachelor of Computer Application) from Bangalore University in 2003 | |
| **Awards:**   * Pint award by GCC, 2021 * Client Excellence Award by BP, 2017 * Operational Excellence Award by IBM, 2012 * Service Excellence Award by Client - Amex 2012 * Operational Excellence award by IBM, 2011 * Award at Account Level for Contributing in knowledge sharing Sessions by IBM, 2011 * The Think Connect Recognition Award by IBM 2011 * Service Excellence Award by Client-AMEX 2010 * Service Excellence Award by Client-AMEX 2009 * Best performer Award by IBM, 2009 * Service Excellence Award by IBM, 2008 * Awarded as High performer, Best Employee of NESS, January 2007. | **Achievements**   * Built the KM from Scratch and Implementation of KM on SNOW in ABI, including creation of Industry standard Process documents & Azure Cloud Documentations * Saved 300K€ in 6 months (Jan 2020 till Oct 2020) by mitigating the SLAs Breaches and Penalty Negotiations with Client * Reduced the resolution time of the tickets by 60% thereby increasing the Server availability time by 20% within 6 months by creating the Processes and applying improvements * Increase the Team size by 25% YOY by adding additional support services * Ensured 100% utilization of the resources/cost recovery of the SOW Value (T&M Contract) * Provided the innovative idea of restarting the WAS server remotely through webpage and a new tool was created, which reduced 30% of the tickets * The team is cross trained to handle any technology Incidents, which also helped in reducing the resolution Time by 30%. |
| **Experience Summary**  **ABInbev, GCC Service India May 2021 – Present**  **GCC Services India Private LTD is the Global Capability Center for AB InBev - located in Bangalore, India. The center has three primary verticals - Operations, Technology and Analytics with various capabilities and Provide services to ABI Business unites in zones such as North America, Europe, Africa and some BUs in APAC.**  **As Critical Incident and Knowledge Manager ensuring the Sev1 and Sev 2 incidents are Managed to close within the SLA of 4hrs & 6hrs respectively, Responsibilities include Managing Cloudbar to address any reports of Sev1 / Sev 2 tickets.; Engaging different teams to fix the incidents; Stakeholder Management; Sending Comms to stakeholders of the unplanned outages; Proactive Problem Management, Ticket analysis for process improvements. Creating the Policy, SOPs, Technical documents, Creation of Knowledge / Known Error Articles . Applied workflow for the knowledge management. Managing the Team of 12 Critical Incident management team (MIM) on 24X7 environment.**  **IBM India Pvt. Ltd. 2007 – 14 May 2021**  **Below are the Projects/Delivery managed**  **FMS** Wertmanagement was founded in 2010 as the Federal government’s winding-up institution (Bad Bank) for the nationalized Hypo Real Estate Holding AG (HRE Group) with the aim of taking over risk positions and non-strategic operations from the HRE Group and unwinding them; IT Service is contracted to IBM.  **Delivery Manager, Serving from Apr 2019 – Responsibilities include ITIL Management (Incident, Problem, Change), SLA Mitigations; Penalty Negotiations saved 300k Euros in 2020; Manage Migrations to the latest Versions of the Applications like Summit, Abacus, UC4 and OS(Win2008 to Win2016); working on cost estimations; SOWs; Stakeholder Management, Ticket analysis for any Process Management and improvements and automations, Vulnerability and Patch management; Project, Team & Individual KPI Reports; Managed Technical team of 18 members with 24 x7 support.**  **BP** is a British multinational oil and gas company headquartered in London, England and is one of the world's seven oil and gas "supermajors" ; IBM has IT Services for Application Maintenance Support (AMS) and ADM (Application Development Management) which is running on SAP.  As **SAP Cutovers Manager** from Dec 2016 Mar 2019 Handled Interface (1530) migration cutover involving Lift & Shift, Lift & Merge & Redesign migrations in 8 waves; As part of **Cloud Migrations** have managed 4 Applications from EMDC to AWS cloud, (PRI, PRV, WRI & WRZ), which included DB migrations and these Applications configured with multitier complex environment with Many satellite system interconnected with both SAP & Non SAP also Migrated the data of 10-15 Terbytes, which involved multiple technical Teams; Managing the incidents / Changes as per ITIL Methodology; KPI Reports.  **Ericsson** is a Swedish multinational networking and telecommunications company headquartered in Stockholm offering services, software and infrastructure in I&CT.  As **MR SAP Cutover Manager,** ensuring the changes are pushed on to production by engaging multiple technical teams, Application Developers and working with Multiple Vendors. Used HP ALM tool for Application Management ; Managing the incidents / Changes as per ITIL Methodology; Cross Training; KPI Reports.  **Citibank UK** is the consumer division of financial services multinational Citigroup.  Served as Associate Architect from Dec 2015 till Dec 2016, responsible for scaling the Application by designing the add or remove of hardwares and servers for more than 20 Applications; Managing the incidents / Changes as per ITIL Methodology; Cross Training KPI Reports.  **Telefonica** is a Spanish multinational telecommunications company headquartered in Madrid, Spain. It is one of the largest telephone operators and mobile network providers in the world.,  Managed the **Implementation** from Nov, 2013 Nov 2015 planning and implementation of 18 applications on companion Platform my role include engaging different technical teams and stakeholder management; resolving conflicts; minimize the downtime during implementations which is in addition to KPI reporting, Managing the implementations as per the plan, resolving the change conflicts; Managing the incidents / Changes as per ITIL Methodology and Managing the team of 10; Cross Training for covering 24x7 environment and resource skill enhancement; KPI Reports.  **American Express Company (Amex)** is an American multinational financial services corporation headquartered in New York City. The company was founded in 1850 and is one of the 30 components of the Dow Jones Industrial Average.The company is best known for its charge card, credit card, and traveler's cheque businesses.  Lead Support Project for Dev and test environment for OS Linux, AIX, Solaris, Wintel Servers and Middlewares WAS, MQ and DB2 with 40 members team round the clock (24X7) support from different India Locations like, Pune, Gurgaon & Bangalore with 5% Online resources; Roles include Chairing meetings; Escalation handling; productivity; Risk identification & mitigation; Cross training; Process Management & improvements, KPI Reports, Tickets report analysis and SLA Management; Screening and interviewing and onboarding the resources; followed Lean 6 sigma for process improvements. Cross Trainings ; KPI Reports.  **Lloyds Bank** is a British retail and commercial bank with branches across England and Wales. It is been considered one of the "Big Four" clearing banks.  Served as WAS specialist by installing and configurating WAS applications, web Servers (Apache) fixpacks, ADAM, Automation of the installations; fixing Incidents & PRs; Managing the incidents / Changes as per ITIL Methodology; Cross Training; KPI Reports.  **Ness** Digital Engineering is an American Israeli-based provider of IT services.  Served as **System Administrator** Sep2005 to June 2007 for Dev Support Team **–** Roles includesetting up the Environment for new projects; Installation of OS like AIX, Linux & Wintel Servers And Middlewares like WAS, ; Hardening of OS; Vulnerability Scanning and patch/APAR installations ; Following the process and helping peer team members; Supporting remote deployments.; Incidents / Changes are solved as per ITIL Methodology and following the SLA; Cross Training; KPI Reports. | |

##### Personal Profile

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| Father’s Name : Gopal Shetty  Date Of Birth : 5th November 1980  Sex & Marital status : Male & Mariied  Address : #55, Subhodaya Nilayam,  Royal Garden Phase 4,  Zuzuvadi, Hosur - 635126  Email ID : sysadmin.uday@gmail.com  Mobile : +91 6381319304 , +91 9739011310 |

**Declaration**

I here with declare that all the information given is correct to the best of my knowledge.

Date: Signature

Place: Hosur

**UDAYA KUMAR GOPAL SHETTY**