MANIKANDAN KUMAR

TECHNICAL PROJECT MANAGEMENT ~ SERVICE DELIVERY MANAGEMENT

An achievement-driven professional targeting assignments in Technical Project Management and Delivery Management with an organization of repute

Location Preference: PAN India

✉ manikuma80@gmail.com   ☎ +91-709 013 7888

🧠 Profile Summary

- **A Service Delivery Manager** offering 14 years of extraordinary blend of Business and IT experience in designing innovative IT solutions, optimizing processes/technologies, maximizing productivity, and exceeding customer satisfaction.
- A tech-savvy leader who consistently takes the most challenging projects, builds exceptional teams, & drives significant ROI.
- History of serving at the helm of major projects within global IT infrastructures, supporting 100+ employees, successfully executing application rollouts and upgrades, as well as delivering direct support to end-users.
- Exceed technical, business, and customer requirements with troubleshooting skills and customer support experience.
- Possess solid communication, interpersonal, time management, organizational, leadership, and problem-solving skills.

📊 Core Competencies

- Production Support
- Middleware Application
- IT Service Management
- Major Incident
- Service Delivery
- Test Environment
- Stakeholder Management
- Process Improvement
- Team Building &
- Vendor Management
- Deployment & Release Management

💻 Soft Skills

- Motivator
- Communicator
- Change Agent
- Collaborator

💼 Organizational Experience

Incred Financial Ltd.   *Feb 2019 – Present*
Service Delivery Lead

- Manage the Application Support team and providing day-to-day operational support, compliance, and SLAs
- Effectively determine service level requirements and ensuring service delivery is properly monitored, recorded, and analyzed
- Establish and maintain operational methods and procedures
- Schedule and supervise maintenance, installation, and upgrade work
- Manage customer expectations and perceptions to optimize customer satisfaction
- Provide timely reports to management on the service levels achieved.
- Develop and provide 24/7 support as per business requirements. Provide monthly metrics reporting on burn down progress, velocity, and release updates
- Plan, prepare, and face internal and external audits on service delivery processes and systems
- Ensure strong relationships and rapport with key stakeholders
- Facilitate Scrum ceremonies which include daily stand up, sprint planning, and retrospective
- Drive process improvement initiatives to implement best practices for Agile Project Management

Accenture Services Pvt Ltd.   *May 2006 – Dec 2017*
Associate Manager
Client: Carrefour France - Production Support, Middleware
Jul 2015 –Dec 2017

- Investigated problems with various applications, analyzed production issues, troubleshot and diagnosed root causes; monitoring and fixing application servers
- Initiated bridge calls across stakeholders and technical teams to drive the Ensured smooth transition from incident to problem management with correct inputs
- Coordinated with point of contact and escalation for support groups and internal businesses during recovery of major incidents
- Contacted product vendors if products deviate from their normal behaviors by providing all necessary investigation details and logs
- Gathered information and facilitating the decision-making process of granting approval for immediate change requests to systems with input from the appropriate teams.

IT Skills

- IBM WAS
- Windows Server 2008
- Linux OS

Academic Details

- Master's in information technology
  IBMR, Pune | 2003

- Bachelors in Math, Physics, & Electronics. SFS, Nagpur | 2001

Certifications

- NIIT | Sep 2001
- MCSE System Engineer | Jun 2005
- ITIL V2 from Accenture Internal Training | Jul 2007
- Solaris Level 1 from Accenture Internal | Jan 2009
- WebSphere Admin - IBM Training from Accenture | Oct 2009
- Solaris L2 from Accenture Training | Dec 2009
- ITIL V3 from Accenture | Dec 2012

Personal Details

Date of Birth: 9th August 1981
Languages Known: English, Hindi, Tamil, Telugu Address: Bengaluru

Client: Argos UK - Release and Deployment Lead   *May 2013 – June 2015*

- Coordinated end-to-end deployment and Managed releases of client applications to various test and production environments
- Liaised with Product Management to understand the priority features and fixes and cascade this information to Developers
- Worked with QA and Technical Operations personnel in order to configure and prepare the necessary testing environments
- Partnered with product owners to track open issues, help prioritize the product backlog toward delivery
- Managed change control processes for the releases, scheduling deployments and providing representation at the weekly Change Management meetings (including creation of CRs)
- Ensured external resources (DBA, Unix admins, etc.) are engaged for deployments
- Served as point of contact for deployments & awareness of parties to escalate issues
- Reviewed and presented deployment run-books and implementation plans ahead of scheduled deployment dates
- Conducted release readiness reviews and participate in Go/No Go reviews
- Kept all program stakeholders apprised of Sprint and Release progress and issues
- Ensured the supporting artefacts for each release, such as run-books, release notes, design documentation, are robust and in place

Client: Bank of America - Environment Management Lead – Middleware
Jan 2008 – Apr 2013

- Delivered support, guidance, and consultation for the infrastructure build process
- Performed all post-build configuration, set up, and support for banking applications
- Ensured test environments are stable and available throughout initiative testing
- Developed environment pipelines and connectivity between different testing and production environments and Middleware applications
- Coordinated environment buildouts, infrastructure changes, and code migrations and configuration in support of enterprise release management timelines
- Identified environment stakeholders and ensuring confirmation activity including maintenance, deployments, and other changes that may impact the environments
- Worked on Triage environment issues and work with technology team partners (development, DBAs) to provide resolution support
- Maintained applications (WAR, EAR) in Development, System Test, and QA & Production on multiple Web Sphere
- Configured Web Sphere Application Server Data Source and JVM settings information using Admin Console

Previous Work Experience

> Dec'05 - Apr'06 with Wipro Technologies Ltd. as Project Engineer

> Jun'03-Dec'05 with EXL Services Pvt. Ltd., Noida as Technical Support Executive

Key Result Areas

- Provided application support and ensuring availability of Client Applications
- Suggested changes as per change management process after CAB approval
- Coordinated & performed end-to-end deployment of Client Applications to various test and production environments
- Provided technical direction on platform and technology selection, assisting in software development process and implementing improved systems and services
- Established healthy relations with internal & external stakeholders to provide support for various issues; keeping a close track of developments in the field of IT applications and updating top management
- Displayed leadership skills in distributed team building, strong technical skills, people management, and timely delivery of projects
- Drove business operations to outperform annual objectives and developing strong business relationships with strategic accounts