Krishnan Munusamy

Result-Oriented Senior Management Professional

- **IT Lead, Senior IT Support / Servicedesk Lead**
- **IT Logistics Management**

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Seeking assignments in IT Senior level position (EUC, IT Logistics and Service desk) with the organization of high repute that will accomplish both personal as well as professional objectives and goals. Targeting new heights of success with integrity, hard work & dedication and leaving a mark of excellence on every step with a company providing continuous development opportunities-in a fast-paced environment
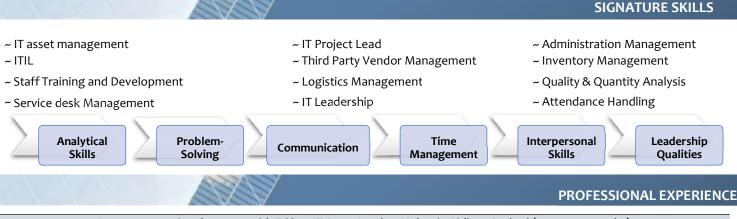
OVERVIEW

An accomplished, experienced, and diligent IT Lead Expert with extensive exposure of over 24 years in all the aspects of Strategic Planning, Administrative & Operational Support, Help Desk, office Operations, and reports, Logistics, and team management. Brilliantly capable of producing top-notch work, handling a wide range of highly specialize administrative & operational support functions. Proven track record of exercising experienced backed judgment, strong work ethic and irreproachable integrity to lead administrative functions in global organizations and for C+ level executive.

Demonstrates outstanding professional demeanour, tact, and diplomacy, tracking metrics and performance indicators. Ability to cope with relentless demands and prove excellent rationale and intuition through composed and conscientious decision-making.

An insightful front-runner with a proven track record of providing administrative support within an organization. Characterized as an efficient team leader and player, exercising cross-functional team coordination, combining communication, and problem-solving skills with analytical, decision making, & leadership capabilities.

Experienced Information Technology Executive with a demonstrated history of working in the telecommunications industry. Skilled in Windows Server, Integration, Management, Networking, and ITIL. Strong information technology professional with a Bachelor of Science (BSc) focused in IT & Communication (minor multimedia) from PJ Unity College (Edith COWAN University, Perth) ITIL and PRINCEII certification

SIGNATURE SKILLS

~ IT asset management
~ ITIL
~ Staff Training and Development
~ Service desk Management

~ IT Project Lead
~ Third Party Vendor Management
~ Logistics Management
~ IT Leadership

~ Administration Management
~ Inventory Management
~ Quality & Quantity Analysis
~ Attendance Handling

| Analytical Skills | Problem-Solving | Communication | Time Management | Interpersonal Skills | Leadership Qualities |

PROFESSIONAL EXPERIENCE

August 2020 – October 2022 with TCS as IT Asset Lead at Malaysia Airlines Berhad (2 years 3 months)

Key Deliverables:

- Developed strategies and providing information regarding detailed plans they might need to improve upon in the organization
- Maintained office services by organizing office operations and procedures.
- Prepared daily, weekly and monthly required reports. Accountable for administrative actions concerning Host Country National and Expatriate employees. Prepares daily attendance reports. Translates documents for the Maintenance Manager.
- Demonstrated excellence in delivering professional and efficient support, contributing to the productivity of the group's overall performance by establishing team spirit and smooth functioning.
- Coordinated personnel actions with Human Resources and monitors personnel actions received from Human Resources.
- Maintained the administrative files within the Maintenance Headquarters concerning R&R schedules, vacation, reports, etc. Assumes duties of the Senior Administrative Specialist during his absence
- Facilitated end-to-end administrative tasks and prepared work program and annual plans and objectives of the department.
- Monitoring reports on defined executive operational metrics, guide documentation and correspondence for various requests and messages and maintenance of records and other documents in strict confidence.
- Accountable for receiving requests for assistance by telephone or Email / directly from the customer; recording all calls for assistance; entering and updating information onto Microsoft Excel Spreadsheet / Microsoft Access Database

- IT Asset Management
- 3rd party Vendor Management (IT Asset, Services, SOP, Reports, SLA & etc.)
- IT Asset Inventory - IT Asset Controller (In, Out & Status)
- Global Coordinator and Monitor IT Asset
- Maintained inventory, movement and warehousing inventories, understand property books and ordering processes
- Recorded complete documentation & inventory related to receipt & issuance of materials
- Creates detailed daily, weekly and bi-weekly reports for IT in tracking materials received and accepted
- Successfully carried out many of the following responsibilities as they pertain to assigned programs; performed other duties as assigned. Preserved an adequate, organized inventory level and accurate storeroom records to meet multiple requirements; ensured that materials & supplies are received accurately, i.e., s listed in the requisitions & invoices

Accomplishment:
- Maintain above 90% accuracy on asset inventory at Malaysia Airlines
- Compliment from client on Managing IT asset on delivery, maintenance and accuracy for international, domestics and local.
- Achieve target on completing IT Tech Refresh Project

January 2016 - June 2020 with Getronics as Project Lead at Malaysia Airlines Berhad (3 years 8 months)

Key Deliverables:

- IT Asset Project lead.
- Logistics Lead
- External IT Vendor Coordination
- IT Asset Inventory
- Project Coordinator.
- Desktop tech refresh
- Laptop tech refresh
- IT Asset Controller (In, Out & Status)
- Global Coordinator and Monitor IT Asset
- Built and deployed new computers to newly hired and existing employees based on refresh schedule.
- Restored user data and user-specific settings Complete post-deployment review to validate successful software installations.
- Assisted with technical issue support to end-users with user PCs, laptops, printers, scanners, and mobile devices.
- Provided prompt support to users via email, phone, and other electronic means.
- Worked collaboratively with peers and management.
- Performed manual installation of non-packaged software.
- Able to transfer user data across a network or locally from one pc to another Must work well independently and in a team environment while being able to manage a tight schedule Contributes to created simulations of end user problems to resolve operating difficulties Validate hardware and applications are functioning properly Document process and identify areas requiring follow-up

Accomplishment:
- Maintain above 90% accuracy on asset inventory at Malaysia Airlines
- Compliment from client on Managing IT asset on delivery, maintenance and accuracy for international, domestics and local.
- Achieve target on completing IT Tech Refresh Project

September 2009 – December 2015 with Getronics as Global Administrator & Service Desk Analyst at Baker Hughes (5 years 3 months)

Key Deliverables:
- Senior Global admin support, handling Global request (add, modify, delete) using Active Directory
- Initiate project for IARLIVE automation process
- Service Desk Lead
- Problem Management, Incident management
- Researched and developed knowledge-based articles
- Support the Service Desk Manager in employee development through training, coaching and performance management

- - Support the IT Service Manager in driving continuous improvement into the Service Desk processesGive presentations for the benefit of new and existing employees
- Responsible for assuring users are provided efficient and timely first level support on a 24 7 basis
- Act as a main point of contact for all internal users reporting or highlighting issues with systems or equipment, installs of basic applications and scripts

Accomplishment

- - Resolved 90% of issues at the first point of contact.
- - 0% complaint from customer

November 2007 - Feb 2009 with Kilang Papan Lim Ah Soon as a IT Manager

Key Deliverables

- Oversee the streamlined operation of the Information Technology (IT) department and ensure operations align with the business objectives of the organization.
- Develop and manage application portfolios for each department and to attain all IT service level agreements for the user community within the organization.
- Plan, coordinate, direct, and design all operational activities of the IT department, as well as provide direction and support for IT solutions that enhance mission-critical business operations.
- Work closely with decision makers in other departments to identify, recommend, develop, implement, and support cost-effective technology solutions for all aspects of the organization.
- Manage IT department operational and strategic planning, including business requirements, project planning, and organizing and negotiating the allocation of resources.
- Formulate and deploy long-term strategic plans for acquiring and enabling efficient and cost effective information processing and communication technologies.

Accomplishment:

- Accomplishes staff results by communicating job expectations; planning, monitoring, and appraising job results; coaching, counselling, and disciplining employees; developing, coordinating, and enforcing systems, policies, procedures, and productivity standards.

September 2005 – October 2007 with EDS as Helpdesk Team Lead

- Provides technical support to users by researching and answering questions, troubleshooting problems, and maintaining workstation and LAN performance.
- Provides answers to clients by identifying problems, researching answers, and guiding clients through corrective steps.
- Improves client references by writing and maintaining documentation.
- Participates in development of client training programs by identifying learning issues and recommending instructional language.
- Accommodates client disabilities by recommending devices and techniques.
- Avoids legal challenges by monitoring compliance with service agreements.
- Improves system performance by identifying problems and recommending changes.
- Updates job knowledge by participating in educational opportunities and maintaining personal networks.

Accomplishments

- Accomplishes information systems and organization mission by completing related results as needed.
- Support the Service Desk Manager in employee development through training, coaching and performance management
- Support the IT Service Manager in driving continuous improvement into the Service Desk processes
- Give presentations for the benefit of new and existing employees
- Responsible for assuring users are provided efficient and timely first level support on a 24 7 basis
- Act as a main point of contact for all internal users reporting or highlighting issues with systems or equipment, installs of basic applications and scripts

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PRIOR WORK EXPERIENCE

February 2004 – August 2005 with HP Singapore as Senior IT Support

January 2002 – January 2004 with College Rakantech as Head of IT

December 1998 – December 2001 with MICOM as Desktop Coordinator

- **Bsc. IT & Communucation from Edith Cowan University, Perth Australia**
- **Higher Diploma in IT at Institute Technology MIDAS**
- **Diploma in Computer Engineering at Institute Technology MIDAS**
- **SPM at Sekolah Menengah Palong 7**

- **PRINCE 2 Foundation**
- **ITIL**
- **Lean Six Sigma White Belt**
- **Cyber Security Management**
- **MLVK**

Technical skills:

- MSOffice,MSOutlook,Office365,ActiveDirectory,FileServer,RemedyServer,Peoplesoft,LANdesk,ServiceNow, Exchangeserver,LotusNotes,Maximo,Windows,ServiceDesk Application etc
- Windows 9X/NT/2000/XP/2K3/WIN10, Server 2003/2007/2010/2012, Microsoft Exchange 2003, Office365
- Desktop and laptop EUC, Asset Managements, Project lead

Date of Birth: 18th August 1978 | **Linguistic Abilities**: English, Tamil, Malay **IC:** 780818-05-5279

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