



## JIVENDRAN A/L BALAKRISHNAN

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### PROJECT MANAGEMENT| IT OPERATIONS | IT ARCHITECTURE

Over 10+ years' broad experience in expediting full spectrum IT Project Management, IT Operations, IT Architecture and IT Service Desk towards enhancing the overall trajectory of businesses. Well versed in IT Service Management processes like the ITIL (Incident, Change and Problem Management) processes and Prince 2 project management framework coupled with proven capabilities in driving global IT projects with multiple international stakeholders. Known as a charismatic and innovative professional with strong leadership qualities.

### STRENGTHS

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IT Project Management	Process Implementation	System Analysis
IT Operations Management	Process Improvement	Training
IT Escalations	Process Design	Continuous Improvement
IT Service Management	Process Training	Data Center Migration
ISO9001:2015 QMS	Lean Six Sigma	Global IT Helpdesk
Process Gap Assessment	Cost Reduction Initiatives	

### WORKING EXPERIENCE

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#### 1. IT Manager, HCL Technologies

July 2020 – current

##### Job Responsibilities

- Initiated full work process for incident management and problem management
- Respond to high incidents when they occur and take any necessary steps to restore service and return to normal operations as quickly as possible.
- Established a new work flow for high and critical incidents, escalation matrix and documentation for incident and problem.
- Brought in new services for the department such as xCally monitoring, VVIP supports and in-depth technical troubleshooting for engineers.
- Provide full Service Operation support for Grab Holdings Inc for Infrastructure and applications globally.
- Provide continuous improvement plan and best practice for Incident, Change and Problem management.
- Documenting Work Instructions, Stakeholder communications, vendor management and preliminary root cause analysis and problem management support.
- Closely monitor Grab's crucial dashboards such as Meraki, xCally and Datadog to ensure there is no interruption in the operation services.
- Managing Level 1 support team to ensure SLA is achieved.
- Assessed team performance and render productivity enhancement feedback. Organize trainings sessions for the team members based on the identified training needs.
- Managing the daily activities of more than 10 members in the team including setting targets, implementing guidelines and supporting team members to solve any issues that may arise.

- Monitor team performance and report on metrics
- Recognize high performance and reward accomplishments

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## 2. NGT IT Project Manager, SunPower

June 2019 – Jan 2020

### Job responsibilities

- Manage project stakeholders like operations team, management, third-party vendors and relevant parties.
  - Perform due diligence and consolidate documents from the project stakeholders.
  - Ensure project teams aligning documents with audit policy, best practices and standards.
  - Initiate, plan and execute project phases to ensure end to end completion of the project.
  - Address project issues and ensure project timeline is not compromised.
  - Establish a new portal for document storage to store all new technical documents.
  - Ensuring project tasks aligned to lean process and efficiency achieved in every project phases and milestones.
  - Prepare monthly stakeholder reports
  - Handle camLine vendor, follow up on open cases, issues and problem after enhancement done by vendor
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## 3. Integrated Operation Center Manager, T-System

Oct 2016 – Jan 2020

- Successfully delivered **four key projects from 2016 till 2019 as Project Manager**; 1) Lean Roadmap-Report Rationalization on Service Delivery Document (SDD) & Ever Greening Process, 2) Customer Migration Project from Brazil Data Center to US Data Center, 3) Global User Helpdesk Service for T&T T-Systems customer and 4) Ad-Hoc Critical Incident Resolution with track record of 100% completion, success rate and stakeholder satisfactions.

### A. Project Management Responsibilities:

**Project 1:** Lean Roadmap-Report Rationalization on Service Delivery Document (SDD) & Ever Greening Process.

- Manage project stakeholders like operations team, management, third-party vendors and relevant parties.
- Improve gaps ensuring Service Delivery Document (SDD) repository up-to-date by aligning with technical Audit, SLA and KPI.
- Perform due diligence and consolidate documents from the project stakeholders.
- Ensure project teams aligning documents with audit policy, best practices and standards.
- Initiate, plan and execute project phases to ensure end to end completion of the project.
- Address project issues and ensure project timeline is not compromised.
- Establish a new portal for document storage to store all new technical documents.
- Ensuring project tasks aligned to lean process and efficiency achieved in every project phases and milestones.

**Project 2: Customer Migration Project from Brazil Data Center to US Data Center.**

- Removing all physical hardware from the Brazil DC to be migrated to US DC.
- Deploying all necessary infrastructures to move: Data Center space, power, AC, security, logistics, network, engineers and HSE officers.
- Making sure all stakeholders are reported on a timely basis.
- Handle vendors from two countries, ensuring all requirements are in place. Escalating any issues to make sure project goes smoothly.
- Making sure hardware transported from Sao Paulo to Houston are managed properly and without damage.
- Managing technical teams to ensure infrastructure are setup and ready for accepting the machines.
- Consolidating systems and hardware to save up space and cost before migrating to the new DC.
- Managing all OS and security licenses are updated and ready to be transferred to the US. Those that can't will be newly subscribed.
- Managing UAT (User Application Test) before going to the Hypercare phase.
- After UAT has passed, Hypercare will start for 4 weeks. During these times, will ensure all things are going smooth in the new DC.
- After hyper care, ensure handover and sign off is in place for the operations team.

**Project 3: Global User Helpdesk Service for T&T T-Systems customer.**

- Transition and transform existing customer global helpdesk services in-house.
- Manage stakeholders to ensure project completes with minimal setbacks.
- Handled infrastructure teams like network, storage and server to make sure all assets monitoring agents and infrastructure are transitioned successfully.
- Training of new agents and engineers were in place for the new setup.
- Updating stakeholders on a timely basis in a dashboard format.
- Making hard decisions when it comes to project timeline, resources, and vendors.
- Deploying new telephone lines to accommodate telephone calls for help desk.
- New process or ideas is been shared from time to time to suggest improvements.

**Project 4: Ad-Hoc Critical Incident Resolution**

- Gather a team of experts into a con call.
- Identify the problem and finding the fastest way possible to bring back services to the customer.
- If no solution is available, plan for a workaround.
- Worse case scenarios will need to enable disaster recovery or restoration from backup.
- Manage the managers on duty, global lead incident managers, federal authorities, management, customer, C- Level customer management, technical experts and third-party vendors.
- Handled infrastructure teams like network, storage and server to make sure all assets monitoring agents and infrastructure are transitioned successfully.
- Joining the management update calls and presenting the progress of the issue and providing latest updates.
- Create a temporary chat or call, or Winroom to gather all responsible parties in to work on the problem.
- Updating stakeholders on a timely basis in a dashboard format.
- Making hard decisions when it comes to project timeline, resources, and vendors.

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**B. Job Responsibilities : Integrated Operation Center Manager, T-System**

- Responsible for defining and managing the SLAs / KPIs to ensure operational excellence in the service delivery unit.
- Responsible for Operations Management of the Integrated Operations Center Department within T-Systems Malaysia.
- Manages a team of 60+ engineers handling multiple technology portfolios for more than 16 customer accounts. (Wintel, Linux, Storage & Backup).
- Facilitate the analysis of business needs with business owners and stakeholders to translate requirements into effective functional specifications.
- Works with cross-functional departments to develop related support services and processes.
- Support PMO with the aspect of project governance.

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**4. De-Escalation Architect, T-System**

● Oct 2016 – Jan 2020

**Job Responsibilities:**

- Primary role is as Production Manager on duty for T-Systems Malaysia, working together with Quality team to ensure sustainable Quality output.
- De-escalating of all high priority issues and customer escalations for T-Systems Malaysia.
- Analysing and improving process flows.
- Driving Daily Production Calls.
- To be involved in steering technical calls during escalation.
- Participate in root cause analysis for problem management.
- Reviewing and approving major/significant e-changes based on defined e-change process
- Able to come up with proactive measure and improvement plan for the incident and problem matters.
- Coordinating with a team of Service Line Managers to ensure quality delivery for TSMY.

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**5. Incident & Problem Manager, T-System**

● June 2015 – June 2016

**Job Responsibilities:**

- Analyses implement IT Service Management Processes and Improvement.
- Manage end to end Incident and Problem Management processes.
- Manage high complexity projects related to IT Operations and Customer.
- Establish continuous improvement plan for incident and problem management gaps.
- Perform Root Cause Analysis for problem ticket.
- Escalate and work with IT Operations teams on customer issue.
- Participate in daily operation meetings and discussion.

**MOD (Manager on Duty) role:**

- Responsible for Incident solving and leads technician call.
- Identify necessary resources (in alignment/via MoD Service or MoD GDU CCS)
- Reports to MoD GDU CCS.
- Participates in MoD Call.
- Ensure involvement of supplier in technician call.
- Support preparation of SLT/eChanges.
- Participate in Early Morning Call.
- Provide response to weekend Change Tracking.
- Change Senior Manager for Minor changes. Approve E-Change & SLT changes

## EARLY CAREER HISTORY

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### **Team Manager, Help Me IT (Shell IT)- Escalation, HP Enterprise Services**

- Dec 2008 – Apr 2013

### **Escalation Analyst – Help Me IT (Shell IT), HP Enterprise Services**

- August 2009 – Jun 2011

### **Customer Service Officer, Alliance Bank Malaysia Berhad**

- July 2008 – July 2009

### **Technical Support Engineer, VADS BERHAD, Telekom Malaysia**

- October 2007 - May 2008

## EDUCATION & CERTIFICATIONS

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**Bachelor of Science in Biology and Chemistry** | Campbell University, Buries Creek, North Carolina, United States.

**Advanced Diploma in Science (major in Biology & Chemistry)** | Tunku Abdul Rahman College, Kuala Lumpur Campus.

**Diploma in Science (major in Biology & Chemistry)** | Tunku Abdul Rahman College, Kuala Lumpur Campus.

**Prince2 Foundation Certified – 2015** | Info Spec Sdn Bhd

**ITIL v3 Foundation Certified -2011** | Info Spec Sdn Bhd

