

# ASHOK NATARAJAN

Project Manager | Cloud Technologies | Automation & Compliance |  
Infrastructure Delivery | Information security |

## CONTACT

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## TOP SKILLS

IT Infrastructure Management  
IT Service Management  
Windows Server administration  
VM ware /Virtualization  
Microsoft Azure  
PowerShell

## LANGUAGES

English  
Tamil

## CERTIFICATIONS.

Project Management Professional /35  
Contact hours /PDU's (PMP)  
Microsoft Azure administrator  
Associate  
Trained in JIRA/Confluence tools

## HONOURS-AWARDS.

Victory League - Achievement  
Orientation – Feb 2016, Aug  
2019(Wipro limited)  
Victory League – Project delivery  
Excellency – Sep 2020(Wipro limited)

## SUMMARY

Experienced and accomplished Project Manager with 16 + years of proven track record providing leadership in managing cross-functional IT accounts, customer-facing strategy and project deliverables, service delivery, technical staff resourcing & engagements, post-sales and escalation management, stakeholder relationships, and KPI-driven customer success across cutting-edge business solutions in financial IT industry.

As a professional, passionate to contribute dedicatedly & sincerely to assure success and recognition in individual and Team efforts. SME in coordinating & delivering infrastructure projects, proven record of gaining efficiencies via automation. Enjoy maintaining customer satisfaction with service quality while building programmatic alignment on longer-term, strategic deliverables.

Technically adept with a wide range of technologies in infrastructure management, Microsoft Windows System administration, Microsoft clustering, VMware provisioning and build. Esxi servers build and server hardening and cloud.

Proficient in IT managing, planning, scheduling, ITIL processes and dashboard reporting with adequate knowledge in Risk, Audit KRI's, compliance and governance.

Continuously drives IT stability through restructuring staffing and its support model, while also improving the internal business relations with onsite and offshore direct reports.

Experienced in three tiered levels of IT operations and support without service interruption to business, driving efficiency of the business, improving customer satisfaction, and effectively generating revenue. Serve as primary contact for customer inquiries, concerns, and Escalations.

Exceptional leadership skills which inspire and motivates teams to achieve high productivity levels.

Ability to adapt to various project management methodologies such as agile and waterfall while also responding to changes and opportunities in technology through constant learning opportunities.

## EXPERIENCE

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### Microsoft

*Project Manager |  
April 2022 - Present  
Dallas, TX (Remote)*

Project management for global Exchange Online Protection (EOP) infrastructure for Azure. Deployment including planning, network and server rack design, delivery and configuration management, and customer readiness.

- Built and maintained yearly service budget of up to \$100 million.
- Expanded security traffic routing and new innovative features through the addition of 30 global forests and 30,000+ servers.
- Collaborated with vendors and internal teams for adoption of all new network and server hardware providing top-notch performance and greater efficiency.

### Citi Bank N.A

*Project Manager |  
October 2016 – March 2022  
Dallas, TX*

- # Worked as Technical Consultant Project Manager and supported customer CITI Bank. N.A
- #Responsible for technical Global Infrastructure project delivery for Citi Technology Infrastructure. Specifically worked with CTI customer
- #Accountable for IT staff spread across geographical to develop solutions and deliver services.
- #Oversee all client communications relating to the technical engagement
- #Function as a single point of technical contact to customer groups, Support delivers infra servers to various application groups.
- #Be a source of regular feedback from our customers to key stakeholders around the business by working to build and maintain a regular feedback loop on products and services.
- #Manage project deliverables - collaborating heavily with application teams and technical staff to deliver high-quality outcomes on time and on budget.
- #Manage customer escalations for all project issues related to deliverables, schedule, and resources. resolved project team conflicts, coached, and mentored project team members.
- #Develop and deliver post incident reports on all critical support incident and improve performance in order to assist account teams.
- #Support Management in all areas related to Release and Change Management in conjunction with application and infrastructure teams, track configuration items and maintain technical documentation control. Ensuring that the change requests are correctly administered, documented, maintained, and coordinated in a timely fashion..
- #Partner with application team and IT Engineering teams to continue to strengthen team relationships.
- #Leads sharing of best practices with team community. Identify training programs, team building exercises, career pathing, and educational opportunities to maintain a motivated, top performing team.

#Responsible for delivering the project infra servers with zero failure and meet all KRI parameters.  
#Involved in technical solution review and design and IT governance.  
#Identify, Protect and Detect corporate Risk using Governance & Compliance standards/frameworks, working directly with Information Security practitioners and infrastructure administrators. Responsible for day-to-day analysis of assessment findings and responses, analyzing/gathering metrics, furnishing required documentation etc.  
#Ensure IT Control Owners adhere to the control requirement and report any deficiency to management to ensure appropriate corrective action is taken.  
Generate and understand performance reports such as meeting incidents SLAs, ensuring proper CHANGE management, Helpdesk KPIs etc.  
Performing monthly KPI/KRI level control tests using ServiceNow governance modules (ServiceNow GRC) to test different established controls related to numerous security standards/frameworks

## **Wipro Limited**

*Project Team Lead |*

*May 2012 – Sep 2016 (4 years 5 months)*

**Client:** *Citibank N A – Offshore Chennai India.*

#Lead and manage 20+ members spread across geographical locations across different Line of business in CITI Bank NA.  
#Drive day-to-day prioritization of work operations, projects, and scope, troubleshoot reported issues. Coaching and advising team to accomplish project goals, to meet established schedules, and resolve technical/operational issues.  
#Successfully lead the team for Global Datacenter project  
#Build, Lead, Coach and developed technical teams, Get into necessary technical discussions & guide teams.  
#Manage Critical Incident & drive to immediate closures with necessary intervention.  
#Service Delivery as per the contracted SLA  
#Drive Optimization Plan as per project requirements and expectations – Availability, Scalability & Capacity Planning of project resources with Change controls  
#Manage a team which oversee end - end support of all Windows Physical and VM server build's, ESXi Build and hardening of servers as per Customer standards. Which involves technical design document review, Software installation, patching, troubleshooting, 24 X 7 production support, Infrastructure build & deploy.  
#EOVS/EOL Physical and VM server Decommissioning.  
#Working as Primary SA for 350 servers and change coordinator for the team.  
Support and maintain 2200+ HP ProLiant, blade and virtual servers with windows 2003 2008 and 2012 OS  
#Effectively communicates with stakeholders (risk managers, managers, audit, technology) as well as with operations, finance, and other departments to identify business challenges opportunities and provides strategic recommendations based on opportunities identified for improvement thus increasing profitability.

## **Wipro Limited**

Senior System administrator |

January 2009 – April 2012 (3years 4 months)

**Client:** Citibank N A – Offshore Chennai India.

- #Installation, administration, and configuration of Windows Servers 2003/2008 R2/2012 /2012 R2 according to Banking Standards in Global Locations
- #Currently working in internal projects with VMware Migrations [Physical to Virtual & Virtual to Virtual] & Service pack Up gradation projects
- #Planning and Coordination for EOL servers and Service pack up gradations of Business Critical servers in all regions
- #Performing Change Management tasks and my part involves Reviewing, Approving & implementation in coordination with Global teams
- #Troubleshooting experience –Identifying root cause of the problem identified in Windows server and resolving by applying break fix or OS updates
- #SQL, Application Servers capacity Planning and recommendations to the Business.
- #Involve weekly & monthly Meetings with Regional Team and implement the plans
- #Experience interacting with internal users, external clients & vendors according to the requirement.
- #Perform Investigation analysis with File and Multiple application servers and if requires coordinating with Microsoft.
- #Daily basis Reviewing the critical changes in Production and development servers and coordinating with Business in order to perform changes effectively
- #Design, Install, configure and maintain windows servers and clusters for application teams and DBA's.
- #Implement and document policies and procedures to maintain server security and access.
- #Actively involved in change meeting calls with business according to the regions
- #Hands on experience P2V, V2V Migrations in VMWARE Infrastructure

## **Citi Technology Services Limited [CITOS/CTS]**

*Technical Specialist*

*October 2005 – December 2009 (4 years 3 months)*

*Chennai India.*

- #Worked as Technical Specialist - Tech lead for Citibank Information Technology and Operations Services (CITOS)
- Handling Project Lead responsibilities with 12 members Team. End to end support for below responsibilities.
- #Server Administration - OS management/troubleshooting for windows server 2003/2008/2012 Servers.
- #Backup Management - Configuration/Troubleshooting and restoration EMC,
- #Server Hardening as per company and security policy/standards
- #Hardware monitoring and Troubleshooting (HP /DELL/IBM servers)

- #Followed ITIL standards like Incident Management, Problem Management, Change Management etc.
- #Managing and delivering monthly/quarterly deliverables to internal and customer Teams
- #Patch Deployment on servers through manually, patch consolidation server, TPM (Tivoli provisioning manager)
- #RAID configuration as per standards
- #Folder's permissions and disk quota/Data replication from Prod to COB servers
- #Installation of custom applications and configuration like Connect Direct, SSH Tectia SFTP
- #Patch management and change implementation & change coordinator

### **CMS computers Limited (India)**

*Senior System administrator*

*August 2003 – September 2005 (2years 2 months)*

**Client:** *Life Insurance corporation of India (LIC), Income tax department (Government of India), IDBI Bank. – Offshore Chennai India*

- # Maintain 2000+ Windows 2000/2003 Servers on HP platform.
- # Responsible for updating security patches, drivers, firmware, and antivirus updates.
- # Support Production servers included Windows servers in clustered environment.
- # Support application, file and print, IIS and Terminal Servers.
- # Support Wintel servers managed by the different financial vendors (IDBI bank, LIC of India, IRCTC (Indian railways).
- # Conduct asset management of equipment and servers.

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- # Maintain and resolve server level 2 trouble tickets (network, hardware, software and OS related issues)
- # Perform backups and restores using Tivoli and Microsoft backup.
- # Implement activity records approved by change management team.
- # Coordinating with application teams for implementations.

### **EDUCATION**

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Bachelor of Engineering (B.E.), Electrical and Electronics Engineering  
Periyar University, Salem, Tamil Nādu, India.

### **CERIFICATION**

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- Python for beginners -From Udemy.
- PMP Exam Prep Seminar - Earn 35 PDUs by completing the entire PMP course -Form Udemy

