
DEEPAK MURTHY (PMP | VCP6 | CDCP | Azure | ITIL | CCNA)

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OBJECTIVE: To obtain a dynamic, challenging opportunity that contributes to the outstanding success of the business via 16+ years Information Technology experience from various global industries.

PROFILE SUMMARY

- Skilled Technology professional with experience dedicated to leveraging company's resources to streamline processes and technology with a good experience in IBM, HP & Fujitsu Servers, IBM storage, virtualization solution and managing business critical Datacenter. Outstanding motivator and builder of teams. Successful in meeting new technical challenges and finding solutions to meet the needs of the customer.
- Rich experience in understanding business requirements, delivering technology solutions and managing service/solutions. More than ten years of experience in planning, developing and implementing information solution facilitating corporate growth.
- Approaches decision making and problem solving by systematically gathering information from a variety of sources and developing viable alternatives. Comfortable when analyzing issues of a strategic nature, taking into account complex information in various forms.

PROFESSIONAL EXPERIENCE**Assistant IT Manager**

Kostklip Manufacturing Ltd, Port Couquitlam, BC, Canada

- May 2021 to Present

Responsibilities:

My role at Kostklip is to manage both IT hardware and software tasks as well as managing IT projects that have direct and indirect contributions to the business needs.

- Oversee requests, incidents, and problems pertaining to servers, networks, and user computers and devices. Manages and coordinates urgent and complicated support issues. Act as an escalation point for all requests and incidents.
- Ensure top-quality solutions are available to the staff. Develop an effective and workable framework for managing and improving customer IT support in the organization. Advise management on situations that may require additional client support or escalation.
- Manage process for communicating outage/emergency activities to the organization. Manage vendor relationships as it depends on daily operational needs. PO review and approval/budgeting responsibility. Review survey feedback to improve services, tools, and support experience. Understand client business requirements, and present them in a form which is comprehensible to business users

Project Manager

Uniconnect Networks Inc, Vancouver, BC, Canada

- July 2020 to May 2021

Responsibilities:

- Managed IT projects and operations for clients in education, health, and construction industries.
- Understand client business requirements, and present them in a form which is comprehensible to business users and IT professionals.
- Managed/lead business systems development, integration, or implementation projects.
- Estimate costs involved with realizing a solution, prepare and present recommendations.

- Provided reporting to all the stakeholders using Microsoft office tools.
- Identified technical service improvement areas and lead them to the closure with the help of project team.
- Lead the team and act as a bridge between customer and technical resource during crisis.

Senior Technical Project Manager

Orange Business Services India Solutions Pvt. Ltd., Gurgaon, Haryana, India - Sep 2013 to May 2020

Responsibilities:

- **Financial Goal Plans** - Met key financial goals for organization by forecasting requirements, preparing annual budget, scheduling expenses, analyzing variances and implementing corrective actions
- **Risk Management** - Conducted system audits, and implemented disaster recovery plans, back up procedures and security and control structures
- **Team Management** - Built and led team to success by providing direction and building career development paths through training and skills advancement
- **Best Practice & Research** - Established best practices and guidelines and directed technical research
- **Project Delivery** - Planned project budgets, managed resource allocation, resource availability, vendor coordination and communicated with support & service delivery to ensure projects moved in the right direction, and resulted in a timely and flawless execution within scope and budget
- **Change Management** - Managed, scheduled and validated change requests and tracked and reported on all changes back to leadership
- **Technical Solutioning** - Developed solutions for technical challenges by gathering information from sources and developing viable alternatives
- **Communication** - Maintaining relationships and timely communication with customers and stakeholders to share updates, changes, and project reports
- **Project Performance** - Measured project performance using data and systems to ensure we met appropriate goals and KPIs set

Deputy Manager – Information Technology

Canara HSBC OBC Life Insurance Company Ltd, Gurgaon, Haryana, India - Jun 2008 to Aug 2013

Responsible for the effective management and delivery of ICT equipment for the insurance, working with technical team members and partners to identify the most efficient and effective ICT solutions, manage delivery, roll out and own the management and audit processes.

Responsibilities:

- **Operation Management** – I was responsible for supporting assigned service delivery operations across the delivery units and towards different departments
- **Project Delivery** - Planned project budgets, managed resource allocation, resource availability, vendor coordination and communicated with support & service delivery to ensure projects moved in the right direction, and resulted in a timely and flawless execution within scope and budget
- **Risk Management** - Conducted IRDA audits, and implemented disaster recovery platform & conducted BCP once a year, implemented back up procedures and security and control structures
- **Technical Solutioning** - Developed solutions for technical challenges in insurance industry by envisaging different solutions from vendors and performing proof of concepts
- **Financial Goal Plans** - Met key financial goals for organization by forecasting requirements, preparing annual budget, scheduling expenses, analyzing variances and implementing corrective actions. Introduced virtualization solution that gave annual savings of 1 million USD

- **Training** – Conducted regular cross skill training for the team members. Conducted weekly brown bag sessions, that improved the skills of the team members which resulted in increased performance in managing IT operations and projects

CORE PROJECTS

- Migration from On-premise Exchange 2016 to Office 365 Nov'21 - Dec'21
- Rollback post ransomware attack Nov'21 - Nov'21
- G2 Server migration and upgrade Jul'21 - Aug'21
- Implementation of Offsite Cloud Backup Jun'21 - Aug'21
- Implementation of Veeam backup to NAS May'21 - Jun'21
- Implemented internal support ticketing tool as per ITIL standards May'21 - Jun'21
- Implementation of new private cloud architecture for Orange Money Feb'17-Jun'18
- Shared Cloud Setup for International SOS in Sydney, Australia Jul'15 - Jan'16
- Infrastructure Refresh Project for Louis Vuitton in Singapore Mar'14 - Dec'14
- Offsite Call Center Server Infra setup at Aegis Hyderabad Sep'11
- Built New Tier 3 Datacenter and Migrated Primary Datacenter Jan'11
- Datacenter Implementation (Green Field Project) and DR Setup Jun'08
- Setup Datacenter and Labs for Higher School in Letlhakane & Palapye, Botswana Feb'06

CORE COMPETENCY

- Project Management
- Process Improvement
- Datacenter & Cloud
- Vendor Management
- ITSM
- Integration

TECHNICAL COMPETENCY

- Datacenter
- Netapp Storage
- Vmware
- Veeam Backup & WAN Optimization
- Azure Cloud
- Microsoft Server & Client Technologies

ACADEMIC QUALIFICATION

Post Graduation: Master of Business Administration, Project Management 2010 – 2012

Sikkim Manipal University, India

Post Graduation: Master of Science, Computer Science 2007 – 2009

Maharshi Dayanand University, India

Educational Credential Assessment by WES evaluated as equivalent to a Bachelor's Degree (four years)

ECA#: 3824995IMM

Graduation: Bachelors of Computer Application 2001 – 2004

Indira Gandhi National Open University, India

Educational Credential Assessment by WES evaluated as equivalent to a Bachelor's Degree (three years)

ECA#: 3824995IMM

LICENSES & CERTIFICATIONS

- Project Management Professional (PMP)
ID: 2793451
- Microsoft Azure Architect Technologies (AZ-300)
ID: MS0429116362 | 2019
- VMware Certified Professional 6 – Data Center Virtualization (VCP6-DCV)
ID: VMW-02003450T-02208079 | 2018
- VMware Certified Professional 6 – Network Virtualization (VCP6-NV)
ID: VMW-02003450T-02208079 | 2018
- Certified Data Center Professional (CDCP - R15-01)
ID: 6016441.20668307 | 2017
- Information Technology Infrastructure Library (ITIL® V3 Foundation)
ID: 4205742 | 2011

PERSONAL DETAILS:

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