
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 22+ 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**IT Manager**

Kostklip Manufacturing Ltd, Port Coquitlam, BC, Canada

- May 2021 to Present

Responsibilities:

My role at Kostklip is to lead IT operations, ensuring the stability, security, and efficiency of business-critical systems. I oversee IT projects, cybersecurity, enterprise applications, and automation while driving innovation and optimizing processes. Collaborating with global teams, I integrate new technologies, enhance security measures, and streamline IT functions to support business growth.

- Manage IT operations, project execution, and technology infrastructure.
- Oversee procurement and renewal of IT contracts, software licenses, and support agreements.
- Administer data center operations, including servers, networks, storage, and backups.
- Manage VOIP systems and ensure reliable communication infrastructure.
- Supervise application development and ERP system management for seamless business integration.
- Develop business reports and automate workflows using SharePoint and Power Automate.
- Maintain IT asset tracking, lifecycle management, and cost control.
- Handle escalations and oversee IT issue management via OSTicket, following ITIL best practices.
- Plan and execute quarterly patching, upgrades, and IT system maintenance.
- Collaborate with European teams on integration projects and business process improvements.
- Manage security policies, compliance, and cybersecurity best practices.
- Oversee VPN infrastructure and remote application hosting for secure access.
- Communicate with stakeholders to align IT initiatives with business goals.
- Develop and maintain SOPs for IT processes and system management.
- Ensure storage, backup solutions, and cloud security for data protection.
- Conduct proof-of-concept evaluations for emerging technologies.
- Manage Active Directory, DNS, and Group Policies to optimize network security.
- Translate business requirements into effective technology solutions.

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

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|---|-----------------|
| • Datacenter Hardware Refresh | Apr'25 |
| • ERP Upgradation | In Progress |
| • QC App Development & Implementation | Oct'22 – Mar'23 |
| • Server hardware upgradation | May'22 – Jul'22 |
| • New Intranet Site and new SSRS Implementation | Feb'22 – Apr'22 |
| • Implementation of IT Asset Management Tool | Mar'22 |
| • Microsoft Teams Deployment | Mar'22 |
| • Implementation of Zabbix Monitoring | Feb'22 |
| • 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

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

TECHNICAL COMPETENCY

- | | | |
|------------------|-----------------------------------|--|
| • Datacenter | • Vmware | • Azure Cloud |
| • Netapp Storage | • Veeam Backup & WAN Optimization | • 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:

NAME	: DEEPAK MURTHY
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