



Suresh K
Manager, IT Operations



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PROFILE SUMMARY

Seasoned IT Operations leader with 13+ years of experience in designing, implementing, and maintaining large-scale IT infrastructure and network systems. Expert in managing technical support for infrastructure, network, and cloud operations (SaaS), with strong skills in project, asset, incident, problem, and change management. Proven success in leading high-performance teams, optimizing operational efficiency, and ensuring high availability. Skilled in people management, cost optimization, and delivering exceptional customer satisfaction.

REWARDS & RECOGNITIONS

AMAZON

- The Ace Alliance Award - Q1 2022
- Milestone Avenger Award - Q3 2021
- Operations Excellence Award - Q1 2020
- Spot Award - Q3 2019

SKILLS

- IT Infrastructure Management
- Technical Support Operations
- Cloud (AWS) Operations
- Strategy & Vision Planning
- Hire, Coach & Develop
- Leadership & Team Building
- Project Management
- Incident & Change Management
- Stakeholder Management
- BCP & Risk Management
- Budget Administration
- Decision Making

EDUCATION

BCA - Computer Applications | University of Madras - Distance Education [2012 - 2014]

Diploma in Computer Engineering | SS Polytechnic College [2008 - 2011]

Certifications:

- ITIL 4 Foundation
- Service Ready for Technical Support (CSP-I)
- Salesforce AI Associate

Tools & Technologies: ServiceNow, Remedy, Jira, Tableau, QuickSight, Grafana, CloudWatch, AWS, Salesforce, Okta, AnyConnect, Zscaler, AirWatch, G Suite, Microsoft 365, Teams, Zoom, Slack.



PROFESSIONAL EXPERIENCE

MANAGER, TECHNICAL SUPPORT | Salesforce, Hyderabad

APR 2023 - PRESENT

- Leading a team of 18 Cloud support engineers overseeing technical support operations (SaaS) for Salesforce Industries Cloud throughout India & APAC region.
- Responsible for Premier & Signature support operations, ensuring adherence to support KPIs (SLA, CSAT & TTR) for optimal customer satisfaction.
- Managing customer escalations and DSAT close loop, driving initiatives to improve support services
- Handling OnCall rotation (PagerDuty) for prompt response to escalations and high severity cases.
- Collaborating with product development teams to relay customer feedback and facilitate product enhancements.
- Conducting regular team meetings to review support metrics goals and represent team performance in business review meetings (WBR & QBR).
- Leading and nurturing teams, fostering a positive work environment, delivering successful engagements, monitoring organizational health, and driving thought leadership.

IT MANAGER | Amazon India, Bengaluru

JUN 2019 - MAR 2023

- Led and managed a high-performing IT team overseeing IT operations, network infrastructure, and the virtual support desk, ensuring optimal system performance and uptime.
- Directed a team of 22 Support Engineers and 2 IT Managers across the South region, providing top-tier IT infrastructure and network support for 6,000 internal users at Amazon.
- Headed the virtual support (helpdesk) initiative for Amazon India Field IT, successfully handling 30% of customer-initiated tickets remotely, maintaining a 98% SLA, 100% quality standards, and achieving a 99% CSAT score.
- Led the successful migration of infrastructure (BEN stack to GB stack) for 42 delivery centers within 3 months, collaborating with key stakeholders (vendors, network delivery teams, build leads, and facilities) to ensure seamless project execution.
- Implemented cloud-based solutions leveraging AWS services, which improved system accessibility and resulted in \$1.8 million in annual cost savings.
- Established an operational excellence program to enhance CSAT response rate, achieving a 20% increase (from 14%) through customer awareness campaigns with the support of the field team.
- Acted as a Bar Raiser (CCB) for planned and emergent changes, ensuring thorough risk assessments and adherence to processes.
- Represented IT operations in Weekly and Quarterly Business Reviews (WBR & QBR), providing insights and updates on performance and strategic direction.
- Managed IT budgets and vendor relationships, achieving significant cost reductions while enhancing service delivery.
- Acted as an escalation point for incident management, problem resolution, changes, and IT service continuity, ensuring minimal disruption to business operations.
- Managed IT strategy, policies, and processes to ensure compliance, mitigate risks, and align with organizational goals.
- Mentored four senior engineers for managerial roles, promoted three engineers to next levels, and led performance improvement plans for eight engineers.
- Completed "Making Great Hiring Decisions" training and played a key role in recruitment by participating in over 80 hiring events and successfully recruiting 24 candidates.

IT SUPPORT ENGINEER | Amazon India, Chennai

JUN 2016 - MAY 2019

- Participated in new site launch projects, overseeing the establishment and activation of network and server infrastructure from inception to going live for 8 sites across South & Central India.
- Managed the lifecycle project transitioning wireless access points and Xen to HP servers in the South region, ensuring timely execution.
- Provided extensive end-user support, resolving issues concerning system (Windows/Mac), hardware, software, network, and mobile devices.
- Configured and managed network devices like routers, switches, and firewalls at multiple sites.
- Provided IT infrastructure support, including setup, maintenance, and troubleshooting of servers, storage, and network components.
- Conducted routine system monitoring and maintenance to ensure optimal performance and availability.

TECHNICAL SUPPORT ENGINEER | Getronics Solutions Pvt Ltd, Bengaluru

JUN 2015 - MAY 2016

- Provided remote IT and network support for Levi Strauss across India, Bangladesh, and Sri Lanka.
- Successfully rolled out Windows 7 (from XP) on over 250 machines within 2 months.
- Facilitated the smooth transition of the new corporate office setup and warehouse relocation without any disruptions to production.
- Managed Active Directory administration, including user account management, network resources, and group policies.
- Utilized SCCM for deploying operating systems, software, and patch updates, ensuring up-to-date system functionality.
- Configured and maintained network devices, including switches and routers, to ensure reliable connectivity.
- Conducted hardware diagnostics and repairs, addressing and resolving technical issues to minimize downtime.

CUSTOMER SUPPORT ENGINEER | HCL Services India Pvt Ltd, Bengaluru

JUL 2011 - MAY 2015

- Provided extensive IT support to end customers, covering system hardware, software, and network assistance.
- Conducted installation and configuration of Windows and macOS Operating Systems.
- Administered user permissions within Active Directory, handling tasks such as password resets, unlocking accounts, and adding/deleting hosts.
- Managed OS and patch deployment through SCCM 2012 Configuration Manager.
- Configured email and enterprise access on tablets and mobile devices through MDM solutions, enhancing mobile productivity.
- Implemented antivirus solutions and security measures to protect systems from threats and vulnerabilities.
- Monitored and troubleshooted internet links, coordinating with IT vendors, ISPs, and PRI providers for service escalations and restoration support.
- Executed firmware and iOS upgrades on network devices, including implementing VLAN changes in switches.
- Configured and facilitated access to network printers and shared drives, optimizing resource availability.