KISHORE KUMAR JM

PERSONAL SUMMARY

A highly skilled and versatile IT professional with **12 years of experience** in IT Management, Infrastructure Build & Run Operations, and Project Delivery across diverse enterprise environments.

- Proven expertise in **designing, architecting, building, and configuring enterprise computing systems**, with hands-on experience across Windows Server, VMware, Blades, OS management, and Data Center operations.
- Extensive background in **providing SME/Level 3/4 support** for critical projects and escalations involving **Wintel environments, Server Infrastructure, Vulnerability Management, and Disaster Recovery**.
- Adept at **leading and mentoring high-performance technical teams**, fostering an open and collaborative culture that encourages innovation, accountability, and continuous improvement.
- Strong leadership and business management capabilities, with a track record in **strategic planning, team productivity optimization, stakeholder engagement**, and cross-functional collaboration.
- Demonstrated ability to **navigate complex organizational structures**, working closely with leadership, delivery teams, and client stakeholders to ensure successful service delivery and alignment with business goals.
- Experienced in **handling high-pressure situations**, leading incident resolution and escalation management with a calm and focused approach, ensuring service continuity and client satisfaction.
- Skilled in conducting meetings, presenting to senior stakeholders, and building strong rapport with clients, internal teams, and external partners.
- Now seeking a challenging role in **IT Projects or Operations Management** where I can leverage my technical expertise and leadership acumen to deliver impactful business outcomes and continue my professional growth.

WORK HISTORY

Wintel Lead
DXC TECHONOLOGY | Bangalore, India | February 2021 - Current

- Leading end-to-end service delivery across Run, Build, Project Execution, Change Management, Patching, and Threat & Vulnerability Management (TVM) for multiple global clients.
- Providing SME-level support on Wintel Run/Build/Project operations, ensuring seamless execution and timely resolution of complex technical issues.
- Supported shared service delivery for approximately 20 customers in the AMS region, driving consistency and operational excellence.
- Automated administrative and operational tasks using custom scripting, significantly reducing manual effort and improving efficiency.
- Led new account transitions in collaboration with cross-functional teams and leadership, ensuring smooth onboarding and knowledge transfer.
- Managed day-to-day IT operations, including Incident, Problem, Patch, and Change Management, in alignment with ITIL best practices.
- Delivered regular KPI and SLA reports to enable data-driven decision-making and service quality improvements.
- Implemented virtualization solutions (VMware/Hyper-V) to optimize resource

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SKILLS

Leadership & Operational Excellence
- Team Management & Mentoring
- Project Execution & Change Delivery
- Incident Resolution & Problem Management
- Performance Optimization & Process Improvement

Security & Compliance
- Root Cause Analysis
- Compliance & Security Hardening
- Threat & Vulnerability Management (TVM)
- ITIL Framework (Incident, Problem, and Change Management)

Automation & DevOps
- DevOps Principles & Practices
- Scripting & Task Automation (PowerShell)
- Monitoring Tools & Log Analysis

Infrastructure & System Administration
- Patch Management
- Wintel Administration
- Windows Server Clustering
- Disaster Recovery Planning & Execution
- System Center Configuration Manager (SCCM)

Virtualization & Cloud Technologies
- Virtualization Technologies
- VMware & Hyper-V Virtualization
- Cloud Management & Operations
- Cloud Platforms (Azure, AWS, HP Private Cloud)

ACADEMIC QUALIFICATIONS

Master of Business Administration (MBA)

utilization and scalability across server environments.

- Played a key role in Disaster Recovery Planning—designing backup strategies and participating in regular DR testing.
- Spearheaded infrastructure initiatives including server deployment, quality control, staging, and production operations.
- Addressed and resolved critical escalations with prompt, knowledgeable support, ensuring minimal impact to business operations.
- Actively contributed to talent acquisition efforts as a member of the interview panel, supporting team growth and capability development.

Wintel Lead
IBM | Changi, Singapore | January 2020 - September 2020

- Supported the IHiS client for a healthcare project across a network of hospitals in Singapore, ensuring seamless infrastructure deployment and operations.
- Managed and maintained virtual instances on the **Microsoft Azure** cloud platform, including provisioning, monitoring, and scaling.
- Ensured successful project go-lives by facilitating comprehensive **knowledge transfer** to internal support teams.
- Delivered server hardening, **vulnerability management**, and **Windows patching**, enhancing the security posture of the infrastructure.
- Deployed **Windows Server clusters**, **VMware ESXi hosts**, and virtual machines to support production environments.
- Automated routine administrative tasks using scripting to increase operational efficiency and reduce manual intervention.
- Demonstrated advanced **problem-solving capabilities**, efficiently resolving infrastructure and cloud-related issues.
- Leveraged various industry-standard tools to **streamline processes**, troubleshoot complex issues, and optimize overall system performance.

Wintel Lead
OCBC BANK | Tampines, Singapore | January 2019 - January 2020

- Provided end-to-end project support for **building, configuring, and deploying infrastructure servers** for OCBC Bank.
- Worked on the client's **HP Private Cloud** environment, leveraging **Orchestration Agent** to automate server build processes and enforce configuration standards.
- Delivered **server hardening**, **vulnerability management**, and **Windows patch compliance** to maintain a secure and compliant infrastructure.
- Ensured successful project deployment with detailed **knowledge transfer** to internal support and operations teams.
- Deployed **Windows Server clusters**, **VMware ESXi hosts**, and virtual machines to support various application environments.
- Automated repetitive build and configuration tasks using **custom scripts**, improving deployment speed and reducing manual effort.

Wintel SME
HPE | Bangalore, India | June 2016 - August 2018

- Led the **Threat & Vulnerability Management** team, providing strategic direction and ensuring timely resolution of security risks across the infrastructure.
- Acted as an **SME for Wintel Run/Build/Project operations**, mentoring junior team members and guiding them through complex technical scenarios.
- Created and presented **change requests** in weekly governance calls with **CTOs and clients**, evaluating and addressing the risk associated with critical vulnerabilities.

Karnataka State Open University, Bangalore
June 2017

Bachelor of Computer Application (BCA)
Sikkim University, Bangalore
June 2012

12th (PUC)
LVS Senior Secondary School, Bangalore
June 2007

10th (SSLC)
Sree Vani English School, Bangalore
June 2005

TRAINING & CERTIFICATIONS

- **Generative AI**
- **ITIL® 4 Foundation Certification**
- **VMware Certified Professional – Data Center Virtualization (VCP-DCV)**
- **Microsoft Certified: Azure Administrator Associate (AZ-104)**
- **Microsoft Certified: Azure Fundamentals (AZ-900)**
- **AWS Certified Cloud Practitioner**
- **DevOps Fundamentals**
- **Microsoft Operating System Fundamentals**
- **CompTIA Server+ (T16 & T17 Series)**
- **CompTIA A+ Certification**
- **Trainer Silver Certification**

ACCOMPLISHMENTS

- **Rated 1 for Performance** – *DXC Technology, Jan 2023*
  Consistently rated "1" (highest rating) for performance throughout the year; rewarded with bonus and salary hike.
- **Star Performer** – *DXC Technology, Mar 2022*
  Recognized as a Star Performer and awarded during the quarterly town hall for exceptional contribution and performance.
- **The Brilliant Beginner** – *OCBC Bank, 2019*
  Awarded for the successful and timely completion of a key

- Supported patching and remediation activities in the client's **private cloud environment**, ensuring compliance with security and vulnerability standards.
- Deployed **Windows Server clusters**, **VMware ESXi hosts**, and virtual machines to support robust, scalable infrastructure.
- Developed **automation scripts** to streamline recurring operational tasks, significantly reducing manual efforts and errors.
- Troubleshot and resolved a wide range of **server performance issues**, including HPSA, remote desktop, printing, task scheduler, memory management, clustering, and VMware-related problems.

Technical Advisor
MICROSOFT | Bangalore, India | September 2015 - April 2016

- Delivered advanced support for Microsoft's premier clients, focusing on complex **Windows OS platform issues** across enterprise environments.
- Collaborated with Client Engineers to **troubleshoot and resolve infrastructure and environment-wide technical issues** efficiently.
- Assisted in **Azure Cloud setup**, including application and software publishing via **Remote Desktop Protocol (RDP)**.
- Conducted bug identification in the **OS Lab Environment**, reporting findings to the Engineering Team for **hotfix and patch deployment**.
- Provided support for a broad range of **Windows client/server OS issues**, including **log analysis, system monitoring**, and **performance optimization**.
- Utilized key tools and technologies such as **PowerShell, Windows Performance Monitor (Perfmon), Poolmon, MSDT, SCCM, WSUS**, and **Task Scheduler**.
- Diagnosed and resolved issues related to **Remote Desktop, Printing Infrastructure, COM/DCOM, memory management, Windows Updates**, and **Blue Screen dump analysis**.

Server & Storage Support Engineer
HP | Bangalore, India | February 2013 - April 2015

- Provided end-to-end support to **clients, data centers, field engineers, and channel partners** for infrastructure setup and issue resolution.
- Supported and configured **servers, blade enclosures, blades, iLO, UPS, applications, networks, and operating systems**.
- **Deployed and configured new server hardware and software** based on customer specifications and project requirements.
- Executed **server migration and OS deployment projects**, ensuring minimal downtime and seamless transitions.
- Assisted data center engineers in **identifying and replacing faulty server components**, ensuring high hardware availability.
- Participated in **testing next-generation server hardware** in lab environments and reported issues or bugs to the engineering team.
- Supported client build operations, including **bare-metal server builds and configuration from scratch**.
- Delivered **hands-on support for racking, stacking, and cabling** of servers, blades, iLO, OA modules, UPS, and KVM infrastructure.

infrastructure project.
- **Best Performer** – *HP, 2017*
  Received the Best Performer award for outstanding performance and delivery in support and deployment initiatives.

LANGUAGES

English: First Language

Hindi: C2

Proficient (C2)

Kannada: C2

Proficient (C2)

Telugu: C2

Proficient (C2)

Tamil: C2

Proficient (C2)