

V. JEROME FERNANDEZ

*“Dynamic, dedicated & Strategic Leader having 30 years of experience across **IT Infrastructure Management services** including Designing, Implementation, Administration, Performance Tuning, Networking Solutions, Security, Backup and Disaster Recovery Solution, **IT Service Delivery, IT Asset Management** including Hardware and Software Asset Management, **Vendor Management***

Mobile: +91-9741411004 || E-Mail: vjnandez@gmail.com

Profile Summary

Functional Leadership

- Formulated **strategic IT transformation plans** and implemented target operating model leveraging lower costs and streamlined operations.
- Played a pivotal role in leading large **Enterprise Computing** function.
- Managed **IT Asset Management portfolio** with respect to cost control, governance, compliance, and cost control, developing and maintaining company policies and processes.
- **ServiceNow** Lead for implementation of ITSM, ITAM for **Cognizant**. Bespoke features for Service Management and ITAM (HAM/SAM) controls in ServiceNow
- Proven capabilities in engaging with **clients & top management** for evolving strategic vision, digital transformation, building **services roadmap**, infusing new ideas, implementing **emerging technologies** for the long run, and taking enterprise system performance & productivity to next level.
- **Delivery Specialist** with excellence in gathering and understanding requirements of clients & other multiple stakeholders (at strategic and tactical levels) followed by translation into functional specifications as well as provisioning of suitable solutions.
- **Business Development** activities involving new requirement gathering, responding to RFP's, RFI's, RFQ's, Estimation, resource planning, MSA and SOW preparation, Project planning and maintaining project plans. Provide technical knowledge and support during the sales process, including solution demonstration and technical presentation. Help develop and propose technical solution that meet customer requirements. Work closely with customer relationship managers and customers to understand their needs, conduct analysis and ensure proposed solution align with their business goals.
- **Financial planning and budget monitoring** and control to manage projects within budgets.
- **Vendor Management** for Hardware, Software and FMS contractor for technical services.
- **Key People Leader**, who has successfully led and motivated team towards growth and success in the organization; created a clear & compelling view of future through coaching and execution; extensively coordinated with multicultural & global teams for smooth functions.

Technical Strength

- Hands-on experience in designing and implementing **IT Infrastructure projects** successfully within time and cost constraints, deft at managing on site client locations and extending post-implementation and maintenance support to the clients.
- Migrating complex on-premises workloads to **Azure** and optimizing application environment
- Implemented **Policies, Procedures, Policy & automation** in a large enterprise.
- Managing EUC Technical operations team covering SCCM / AV CISCO AMP / Routers / Firewalls/ Hybrid AD /OS/ AVECTO /MBAM/Tanium/Nexthink/ Intune auto pilot in Azure
- Managed **Nexthink project** for Cognizant Internal from evaluating, conducting POC to production rollout.
- Implemented **Self-heal, self-help and automation** solution using Nexthink tool for Cognizant internal to Improve **End User Digital Experience**.
- ServiceNow Design and Implementation for Cognizant internal with approx. 350K Asset and 2500+ publishers
- Bespoke features for ITSM and ITAM (HAM /SAM) controls in ServiceNow, Flexera and SNOW

Operation & IT Service Leader

- Leading ITSM and ITAM operation team which handles **200K monthly** transaction, **250+ sourcing monthly**.
- Led **multiple internal and vendor teams** effectively, managed deliverables and outcomes through multiple managed service providers.
- Realigned the operation model to enable **WFM environment** during pandemic, provided Remote access through RAVPN and hardware asset allocation and collection through external vendors.
- Multi-channel service desk operation through Web/e-Mail/Chat/Chat-BOTS and IVR automation. Responsible for reporting SLAs, metrics and other critical hygiene factors that impact the operations.
- Drive automation across technology towers to reduce manual effort in End User Computing Operations

- Identify and develop SOP's, technical and policy documents covering all EUC technology towers.
- Handling compliance team managing the End point compliance on MS patches management, AV compliance, monitoring Websense DLP's, Software and Hardware compliance as per org standards.
- Identify and drive Kaizen and large Transformation projects for continuous service Improvements.
- Conduct technical workshops to identify risks, process gaps and drive solution for identified issues.

Certification

- AZ-300 "**Microsoft Azure Architect Technologies**" Microsoft Cert ID – 17756175

Core Competencies

<i>IT Service Delivery operations</i>	<i>Continuous Improvement (Policies & Procedures)</i>	<i>Team Building & Leadership</i>
<i>IT Infrastructure management</i>	<i>Internal and External Audit</i>	<i>IT Asset Life cycle Management</i>
<i>Digital Workplace solution (EUC)</i>	<i>IT Budgeting</i>	<i>Software License compliance & reuse</i>
<i>Digital Transformation</i>	<i>Mergers & Acquisitions</i>	<i>New Tools Implementation</i>
<i>Cloud Infrastructure & Identity Governance</i>	<i>Vendor Management</i>	<i>Technical & Process automation</i>

Career Timeline

VertX Solutions	<i>Director Technologies</i>	<i>October 2024 to October 2025</i>
Cognizant Technology Solution	<i>Associate. Director, CIS Service Delivery</i>	<i>Since November 2007 – October 2024</i>
OPTIMUM SOLUTIONS (SINGAPORE) PVT LTD, SINGAPORE <i>Client: Philips Electronics Singapore</i>	<i>Service Operations Lead - Global Infrastructure Service</i>	<i>July 2003 to October 2007</i>
GLOBAL SOFTWARE LTD, CHENNAI, INDIA <i>Client: KENT RELIANCE BUILDING SOCIETY (KRBS), UNITED KINGDOM (ON- SITE)</i>	<i>Senior System Consultant</i>	<i>March 2001 to June 2003</i>
HEXAWARE TECHNOLOGIES LTD, CHENNAI - INDIA	<i>Sr. Technical Support Engineer</i>	<i>December 1999 – March 2001</i>
CMS COMPUTERS LTD, CHENNAI, INDIA	<i>Customer Support Engineer</i>	<i>March 1996 – December 1999</i>

Professional Qualification

Bachelor of Science (Computer Science), University of Madras (1995)

Personal Particulars

Date of Birth: 23rd November 1972

Work Experience

VertX Solutions

Director – Technologies (October 2024 to October 2025)

- Providing technical solutions for existing customers across IT Infrastructure management
- Work on technical proposals, solutioning, sizing, pricing and responding to RFQ and RFP's
- Conduct due -diligent and knowledge transfer and documentation for new projects
- Account mining for new opportunity in existing account
- Conduct monthly reviews with respective client IT managers to understand the current operations and suggest improvements

Cognizant Technology Solution

Assoc.Director-ServiceDelivery - CIS (May 2014 to September 2024)

Current Project

- Accountable for overall service delivery across multiple projects in EUC engagement
- Realign process and delivery model of EUC Asset management to enable WFM environment during pandemic
- Engaged 3rd Party vendors for Asset Dispatch and collection to enable users' productivity with min TAT
- Worked with Network team on RAVPN connectivity solution for WFH users to avoid bottleneck of on prem VPN
- Manage complete "IT Asset Management Lifecycle" for Cognizant Internal including Hardware and Software asset management. Process design to manage assets from Procurement to disposal
- Managing EUC Technical operations team covering SCCM / AV CISCO AMP / Networking (Routers , Firewall) Hybrid AD (On-Prem AD DS & MS Entra ID) /AVECTO / OS /MBAM/Tanium/Nexthink/ Intune auto pilot in Azure
- Managed Nexthink project for Cognizant internal IT from evaluating, conducting POC to production rollout
- Implemented Self-heal, self-help and automation solution using Nexthink tool for Cognizant internal to Improve End User Digital Experience. Helped other customers with the best practices solutions used internal
- Conduct Critsit Bridges involving other technical towers to resolve issues during Infra outages
- Onboarding new project from connectivity to ODC setup as per the project requirement
- Responsible for reporting SLAs, metrics and other critical hygiene factors that impact the account
- Multi-channel service desk operation through Web/e-Mail/Chat and IVR automation

- Process for ticket flow from Service Desk to L1 remote support to H&F to reduce MTTR
- Financial planning and budget monitoring and control to manage projects within budgets
- Drive automation across technology towers to reduce manual effort in EUCS Operations
- Identify and develop SOP's, technical and policy documents covering all EUCS technology towers
- Handling compliance team managing the End point compliance on MS patches management, AV compliance, monitoring Websense DLP's, Software and Hardware compliance as per org standards
- Identify and drive Kaizen and large Transformation projects for continuous service Improvements
- Conduct technical workshops to identify risks , process gaps and drive solution for identified issues
- Part of Service Now implementation team in Process reengineering and ticket workflow design.
- Perform periodic review on End Point compliance to analyze and suggest solution to improve digital compliance
- Process for Vulnerability Assessment scanning and patching of end points for Cognizant SOE, application and non-standard project specific application
- Managing Software compliance and software license harvest activity to reduce and reuse of software licenses
- Involve in creating organization's disaster recovery plan, a procedure that employees follow in case of emergency and conduct BCP and failover testing
- Regular connect with Customer for operation delivery reviews (QBRs) and identifying new opportunities
- Anchor and drive the steering committee meetings about the delivery status for all projects in progress
- Tracking and supporting the activities of project teams to ensure quality and timeliness of program execution
- Handling Vendor Management for FMS engineers from different Vendors PAN India
- Participate in Internal and external security audits covering End to End IT infrastructure

Project 2: Sr. Manager Delivery - IT IS (Dec 2009 to May 2014)

Key Contributions:

- Managing IT Infrastructure project for Manufacturing & Logistic vertical customers based out of NA region
- Accountable for overall delivery across M&L engagements in NA region, comprising of Onsite and Offshore teams
- Assist Client Service Executives/Client Partner in related business development activities to grow mindshare and market share in the account
- Ensure engagement objectives are in continuous alignment with the evolving business direction
- Liaise and manage collaboration between horizontals to bring in synergies and ensure successful delivery
- Involved in new requirement gathering, RFP, Estimation, resource planning, MSA and SOW preparation, Project planning and maintaining project plan for projects
- Manage few projects in Manufacturing and logistic tower which was delivered from GSSC.
- Anchor and drive the steering committee meetings about the delivery status for all projects
- Regular connect with Customer for the delivery reviews (QBRs) and identifying new opportunities
- Responsible for monitoring and reporting SLAs, metrics and other critical hygiene factors that impact the Account
- Implementation of ITIL best practice process and functions in the project for (Incident, Problem, Change & Release Management)
- Analyze and realign the existing process to bring improvements and synergy within teams
- Defined the SLA for Support Process and track the KPI's for service improvement.
- Managed and implemented several automation projects as part of service improvement initiative, which helped in reduction of manual effort and time there by saving cost
- Managing project transition, operations and Service delivery for large end to end IT Infrastructure services
- Delivering and implementing projects successfully within time and cost constraints, deft at managing on site client locations and extending post-implementation and maintenance support to the clients
- Financial planning and budget monitoring and control to improve CP and reduce COD in managed projects
- Well Verse with ESA and financial operations along with other internal tools
- Participation in RFP's and provide inputs for sizing and solutioning for new project bidding

Project 1: Operations Manager - IT IS (Nov 2007 to Nov 2009)

Key Contributions:

- Managing Middleware Administration and support projects comprising of onsite and offshore engineers.
- Oversee overall project delivery and provide guidance / assistance to other onsite project lead / offshore teams in the project.
- Ensure engagement objectives are in continuous alignment with the evolving business direction
- Assist Client Service Executives/Client Partner in related business development activities to grow mindshare and market share in the account
- Defined the SLA for Support Process and track the KPI's for service improvement.
- Implementation of ITIL best practice process and functions in the project for (Incident, Problem, Change & Release Management)
- Conduct weekly CAB meeting with stakeholders to review changes raised / approved for middleware environment.
- Facilitate and generate consistent problem reviews (PMR's). Convene major problem review and change improvement review with stakeholders (Incident, Change, Business, Project and support team involving validation and evaluation managers)
- Drive root cause investigation and agree on a cause code while identifying business risk mitigation with stakeholders.

- Drive root cause investigations and intensive care meetings with third party and suppliers like IBM, BEA etc,.
- Proactive Problem Management by trending and analysis of incidents using pareto analysis to act on significant incidents.
- Implementation and utilization of structured problem analysis techniques and RCA techniques like Fishbone, Kepner-Tregoe and perform impact analysis like CFIA and FMEA.
- Identify and drive the SIP's to improve the quality of service delivery.
- Managed and implemented several automation projects as part of service improvement initiative, which helped in reduction of manual effort and time there by saving cost.
- Provide technical support and guidance in Administration, Configuration, deployment, performance tuning of BEA Weblogic servers, IBM Websphere MQ and Websphere Message Broker etc on UNIX platform.
- Involved in Planning and designing of MQ environment isolation from Web services environment to stabilize and improve the performance of the middleware environment.
- Prepared a service operation run book covering all the technology areas supported and revised the SLA to get it aligned with the service delivered.
- Involved in new requirement gathering, RFP, Estimation and SOW preparation, Project planning and maintaining project plan of this project.
- Schedule and manage weekly status meeting between Client & Cognizant team.
- Weekly reporting on Project and improvement, Service KPI's , Resource Utilization etc.,
- Conduct a monthly project review meeting with the client to share the project health and metrics data.
- Document customer feedback and action items for Cognizant in monthly MoM and distribute the responsibility of key initiatives in the project to onsite project lead and team members and track the progress till closure.
- Drive the weekly onsite-offshore team meeting, Shift planning & contingency planning.
- Resource planning, billing forecasting, Project profitability estimation of effort and cost for new projects.
- Runners up "**Best Service Delivery**" award in Q2 2008.

Previous Work Experience

OPTIMUM SOLUTIONS (SINGAPORE) PVT LTD, SINGAPORE

Client: Philips Electronics Singapore, Global Infrastructure Service
Service Operations Lead (Jul 2003 to Oct 2007)

Key Contributions:

- Lead a team of 10 executives for implementing Managed Services Infrastructure solutions for clients and project management using ITIL guidelines; report to the Service Director.
- Involved in ITIL process implementation for Infrastructure Services across APAC region and training the users on the process.
- Active participation in managing and auditing the processes and best practices using COBIT framework to ensure optimal use of IT infrastructure.
- Supervise the service KPI using the ITIL process and guidelines (Involves Incident, Problem, Configuration, Capacity, Change, Service Level and Security Management).
- Conduct weekly CAB meeting to review and analyze the changes with respective stakeholders.
- Proactive problem management by trending and analysis of the incidents using Pareto analysis and act upon the significant incidents.
- Proficiently manage service for LOTUS Domino Collaboration Service Infrastructure supporting 85,000 users globally.
- Involved in the design and implementation of LOTUS Domino Collaboration Infrastructure to facilitate the Philips users globally.
- Implemented WMS (Workload Management Servers) Infrastructure to manage the failover and load balance the network traffic hitting the LOTUS Domino Collaboration Service environment.
- Integrate Mobile SMS service with Sametime Chat environment, where in users can send SMS via chat clients.
- Design and implement Domino FAX Solution integrating with e-mail in APAC region thus reducing the cost and manual intervention.
- LOTUS Quickplace Migration to Ver6.0 from Ver3.0 environment with improved failover, load balancing and SLDAP authentication with Directory servers.
- Plan and monitor Network and capacity in migration project to migrate entire Lotus Domino application Infrastructure (8000 applications) to Version 6 environment from Version 5 environment.
- Manage the operations and support for regional (APAC) application and web servers within the agreed SLA which involves Lotus Domino, IBM Websphere, LAMP (Linux, Apache, MySQL & PHP) environments running on AIX, Windows and LINUX platforms.
- Handle the management of security for B2B Domino sites, which includes users' client security certification process and server certification process.
- Setup and configured the integration infrastructure involving WebSphere MQ, Message Broker, WebSphere Application Server and DB2.
- Involved in managing and deploying several IT Infrastructural projects within time and budget using PRINCE2 methodology.

GLOBAL SOFTWARE LTD, CHENNAI, INDIA

Sr. System Consultant (Mar 2001 - Jun 2003)

Job Profile:

- Responsible for system implementation, networking, security and database administration.

- Provided IT infrastructure support to various industries like - Banking, Software companies and Consultancy services.
- Formulated IT strategy and devised solutions to improve efficiency in clients' service operations.

PROJECTS

- ⇒ **CLIENT: KENT RELIANCE BUILDING SOCIETY (KRBS), UNITED KINGDOM (ON- SITE)**
Environment: Lotus Domino R5, AS/400, Solaris, Win NT / Win 2000, CITRIX Metaframe 1.8
- ~ Designed and Implemented Lotus Domino R5 Mailing and Application infrastructure on AS/400 and Windows platform in a clustered environment.
- ~ E-mail consolidation for KRBS users across UK to a single Notes Domain.
- ~ Installation and configuration of CITRIX Metaframe XP Server farm and CITRIX ICA client to access WIN2000, Lotus notes, AS/400 server and other applications published on Citrix Server.
- ~ Installation and configuration of PIX Firewalls to restrict access to internal network.
- ~ Configuration of VPN for remote access.
- ~ Implementation of centralized backup solution using ARC Server 2000 to backup all critical systems running UNIX, WinNT/2000, AS/400 and Lotus Domino Server.
- ⇒ **CLIENT: STANDARD CHARTERED BANK**
Environment: AS/400, AIX, Solaris, WinNT, Win2000
- ~ Develop and implement security management tool standards and processes at global level implementation.
- ~ Managed centralized compliance monitoring of all managed environments in accordance to Group security policies and standards.
- ~ Implemented process and procedures for performing penetration testing, vulnerability assessment and OS hardening.
- ~ Planning, implementation of equipments to meet capacity and technology requirements using Change Control process.
- ⇒ **CLIENT: SINGALAB PVT LTD, SINGAPORE**
- ~ Prepared a Courseware on MQSeries Administration and Programming (Student Note and Instructor Guide) for SingaLab Pvt Ltd, Singapore, which is a consulting and training organization.

HEXAWARE TECHNOLOGIES LTD, CHENNAI - INDIA

Sr. Technical Support Engineer (Dec 1999 – Mar 2001)

Key Contributions:

- Led a team of 4 executives for installation and administration of Lotus Domino Server on AS/400, UNIX, WINDOWS; Setup and configuration of multiple DOMINO partitioned servers on AS/400 and WINDOWS; reported to the Manager - System Technology Group.
- Handled the Lotus Domino server Administration for Mailing and Application environment for 1000 users across the organization.
- Installed and administered MQSeries on different platforms; Network Administration of Cisco Router, Switches, PIX Fire wall etc.
- Provided system side technical support to Application Development & Software Testing team.

PROJECTS

- ⇒ **CLIENT: PRINCETON UNIVERSITY NEW JERSEY, USA (OFFSHORE)**
Environment: Win NT, Lotus Domino, and QuickPlace ,Installation, setup & configuration of Lotus QuickPlace server on WinNT platform,Administration of Lotus Domino and QuickPlace servers.
- ⇒ **CLIENT: INTELLEXON, INDIA**
Environment: Windows NT, Lotus Domino
- ~ Design & Implementation of Lotus Domino Application & Mailing infrastructure on Windows platform.
- ⇒ **CLIENT: CITIBANK, INDIA**
Environment: Solaris, NT, Oracle, SUN Java, and MQSeries
- ~ Setup and configuration of MQSeries on Solaris and WIN NT platforms to exchange data between applications running on different platforms.

CMS COMPUTERS LTD, CHENNAI, INDIA

Customer Support Engineer (Mar 1996 - Dec 1999)

Key Contributions:

- Provided Data Center Operations support for system administration and network
- Reduced manual intervention by suggesting and implementing automations of ATM data uploads from ORACLE database running on UNIX to AS/400 database.
- Involved in planning and testing for Y2K system complains on IBM AS/400.

PROJECTS

- ⇒ **CLIENT: ABN AMRO LTD., CHENNAI, INDIA**
Environment: AS/400, UNIX, Windows, Lotus Domino
- ~ Data Center Operations, which includes AS/400 System Administration and SCO UNIX server administration and Lotus Notes Administration of R4 mailing servers.
- ⇒ **CLIENT: HYUNDAI MOTORS INDIA LTD., INDIA**
Environment: AS/400
- ~ AS/400 System Administration and Installation and customization of OS/400 and its related products, applying PTF's.