

K KAMALA KANNAN

✉ kamalaiml2019@gmail.com / kayalkamalhm@gmail.com ☎ +91 9361942136 🌐 Chennai, India



Senior IT manager with over 20 years of experience in IT Service Management, IT Security Management, IS Audit, Content Security, Project management, Program Management, E-Learning solutions, LMS development, Digital Streaming, Digital Transformation, Artificial Intelligence and Machine Learning, Software development, Device deployment, Content management, Web Portal, and Training, Large MHRD Projects. Exploring challenging assignments with a reputed organization.

CORE COMPETENCIES

Strategy Planning	●●●●●●●●●●
Program Governance	●●●●●●●●●●
SLA Compliance	●●●●●●●●●●
International Standards	●●●●●●●●●●
Process Enhancement	●●●●●●●●●●
Project Management	●●●●●●●●●●
Resource Optimization	●●●●●●●●●●
Budget & Cost Mgmt	●●●●●●●●●●
Operations & Admin	●●●●●●●●●●
Recruitment & Training	●●●●●●●●●●
Stakeholder Mgmt	●●●●●●●●●●
Team Leadership	●●●●●●●●●●

FUNCTIONAL & MANAGERIAL EXPERTISE

- Proven ability in evaluating potential business impact related to change prior to implementing various service improvement plans for enhancing existing business processes.
- Proficient in defining & implementing strategies, project plans & budgets for seamlessly implementing assigned projects for enhancing operational efficiency and business profitability.
- Acknowledged for well-defined understanding of the business-technology interface and capacity to identify and align clients' emerging technology needs with products and services.
- Well versed in optimizing costs and minimizing organizational IT risk potential through managerial prudence.
- Highly organized, disciplined and task focused with fine-tuned analytical, troubleshooting and administrative skills.
- Personality traits include decision making ability and capacity to delivery under pressure.

EXPERIENCE

Sept 2016 – Present: Senior Project Advisor, IC & SR, IIT Madras, Chennai, India

Key Responsibilities:

- Spearhead operations of the PMO based at IIT Madras involved in developing Projects AI & ML initiatives for clients like MHRD, NASSCOM, and MCI.
- Maintain regular interaction with 32 Educational channel in-charges for the content delivery and focus on program management of all the content development studios spread across India.
- Follow up with concerned stakeholders to facilitate channels funding, infrastructure needs, content creation initiatives and popularizing the channels in Phase 2.
- Interact with vendors pertaining to Security Tools setup, Security Testing, Managing various configuration needs in compliance to IT security protocols of the organization.
- Coordinate activities related to AI ML implementation of various project related information, Google G Suit Account Administration and Adobe Creative Cloud Administration.
- Ensure seamless operations through optimized distribution and utilization of IT assets, hardware and software aimed at maintaining project profitability.

Major Projects:

- DTH SWAYAM Prabha Project
- Commissioning and operationalizing 32 Education Channels at PHASE 1
- Digital Skills Academy and eITEC Course (AI and ML training for partner countries) implementation. eITEC is MEA project.
- Software Asset Management for the entire project, G Suit Account Administration, Adobe Cloud Enterprise Administration, ITSM.

Apr 2014 – Aug 2016: Project Manager, Integratech India Pvt Ltd, (Parent Company Integratech Pte Ltd, Singapore)

Key Responsibilities:

- Involved in end to end management of assigned project phases for clients like Indian Based Bank's Branches in Singapore, Pinoy Express, Montreal, and Walton.
- Managed software projects as well as AI & ML implementation for various companies' clients based in Singapore.
- Followed up with concerned stakeholders for ensuring compliance to project delivery schedules and other SLA parameters aimed at maintaining project P/L.
- Interacted with vendors pertaining to Security Tools setup, Security Testing, Managing various configuration needs. Ensured AI ML implementation of various project related information.
- Managed day to day administrative aspects including recruiting and hiring of qualified candidates and evaluating team performance.
- Prepared and presented various status reports for the senior management and other stakeholders to enable effective decision making.

May 2012 – Mar 2014: Project Consultant

Key Responsibilities:

- Rendered ITSM project consultancy and information security auditing for various clients in the financial service industry.

May 2011 – Apr 2012: Project Manager, ACE Information Technologies Pvt Ltd

Mar 2006 – Apr 2011: Project Manager, Cyber School Technology Solutions Pvt Ltd

Key Responsibilities:

- Managed projects for clients like www.nfusion.me including Kenya, Uganda Governments, BOSQUE Government, Higher Educational Institutes in Spain.
- Interacted with clients for collating and evaluating requirements, creating proposals, solution documentations and requirement reviews.
- Prepared project schedule, project scope, efforts, risk plan, communication channels, configuration plan, milestones and managed administrative aspects of the project.
- Implemented different tools to monitor System Security, Network Policies, system availability, and generate MIRs, RCA during post mortem reviews.
- Developed strategies for building team effectiveness by promoting a spirit of cooperation between team members. Set up need based training modules for developing vary skilled work force for cross utilization within sub processes for optimum efficiency.
- Functioned as ISO Certification Initiator, Information Security Implementer, ISO Steering committee member, PMO Initiator, Content Security Initiator involved in Content Development process streamlining and ITSM Implementation.

PREVIOUS WORK EXPERIENCE

- IT Project Coordinator, Synergy Images Pvt Ltd, Dec 2005 – Mar 2006
- Project Coordinator, Maxem India Pvt Ltd, Pondicherry, May 2004 – Nov 2005
- Sub Editor, JAC Qualisoft, Jan 2001 – Apr 2004
- Senior Faculty, Freelance Software Development, Aptech franchise, 1993 – 2001

TRAININGS / WORKSHOPS

- AI & ML implementation
- IT Security Methodologies Approach Training – Integratech PTE Ltd-ITIL V3 Certified
- CISM – Appearing on June 2016
- CISSP Training – Adept Technologies
- PMP Training – Adept Technologies
- Project Management Best Practices – Cyber School Technology Solutions Pvt Ltd.
- Project Management Tools (iPlan) – Cyber School Technology Solutions Pvt Ltd
- Web 2 Standards – CSI, Chennai.
- Advanced Diploma in Software Development, NIIT

EDUCATIONAL QUALIFICATIONS

- Pursuing PG Diploma in AI & ML, IIT Bangalore

- M.Sc. (Information Technology), Alagappa University, 2003
- MA, Madurai Kamaraj University, Madurai, 2000
- D.C.A, NIIT, Madras, 1992
- D.P.T., Institutes of Chemical Technology, Chennai ,1991

TECHNICAL SKILLS

- IT Service Management Tools: Remedy.
- IT Security – Forticlient, CyberOam, Specific Penetration Testing Tools
- IT Auditing – Exposure to the different tools used for IT Security Auditing
- Project Management Tools: MS Projects, Bug Zilla, iPlan, Mantis, Excel, JIRA
- Development platform: Java, .Net, Python, Python Libraries, R, Jupyter, Tensorflow
- Scripting: XML, UNIX Scripting
- Operating System: Windows, Unix
- Content Protection: Dongle, Encryption tools
- Protocols: http, https, FTP, FTPS
- AI – NLP, Deep Learning, Neural Network
- ML – Various ML Model implementation, EDA, CRIS-DM

PERSONAL VITAE

- **Date of Birth:** 15 October 1969
- **Language Proficiency:** English, Tamil, Kannada and Malayalam