



SIVA GANESH LAKSHMANAN

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Senior IT Manager | Senior IT Specialist | Prompt Engineer

EXECUTIVE SUMMARY

Dynamic Professional with over 18 years of experience in handling IT architecture, installing, maintaining, and supporting IT systems to meet business needs and scale in line with the business landscape.

Remarkable proficiency in dealing with production incidents/problems, and upgrades. Experienced in managing the company's infrastructure, integrating technology into the IT infrastructure, enforcing the IT policies, and comprehending and adopting cutting-edge technologies.

Leveraged prowess in adopting a solution-focused/technology approach to IT operations, managing systems, solving problems, and automating operations.

Verifiable proficiency in fixing technical problems, including network configuration and account setup, and supporting transitions, migrations, and upgrades.

STRENGTHS

System Deployment
Integration Management
Service Deployment
Continuous Integration & Deployment
Continuous Improvement
Incident / Request / Change / Problem Management

System Engineering
Desktop/Laptop Troubleshooting
Installation, Maintenance, & Upgrades
Requirement Gathering
Team Management
Data Analysis

Technical Support
Customer Service Delivery
Technology Management
Project Management
Training & Development
Performance Analysis

CAREER HIGHLIGHTS

Levi's (Epergne) | AsiaPac EUC Lead | Singapore

Since April 2022

Worked on hardware technology, Microsoft Teams Room (MTR), Microsoft Intune, Conference AV equipment (Cisco, Polycom, Logitech, Neat), HP Secure Print, Apple Business Manager, JAMF, ServiceNow, Windows 10, Windows 11, Mac OS, Azure, Active Directory, Microsoft 365, One Drive, Multi-Function Printer (MFP), Remote Support tools (TeamViewer/Bomgar), Zscaler, Cloudstrike, SharePoint, and automation technologies.

Achievements

- Created an automated script to connect ServiceNow, SCCM, Intune, and Active Directory. Thus, no record mistakes or missing devices.
- Improved the end-user ServiceNow portal. Promoted automation and improved end-user experience, resulting in fewer AP incidents and request tickets to queues.
- Identified and rectified SLA gaps within 2 months. Thus, no SLA breaches or complaints.

Deliverables

- **System Engineering:** Responsible for administering and overseeing the systems, including ownership of updates, prioritizing system enhancement requests, and thoroughly understanding the business need/reason for system changes.
- **Technical Support:** Deliver operational and engineering support for desktops, laptops, POS, and technology infrastructure in both corporate offices & retail stores around AP.
- **System Administration:** Evaluate and modify the systems, including encoding, testing, debugging, and installing to support application systems.
- **Performance Management:** Responsible for monitoring performance, troubleshooting problems with hardware or software, and taking steps to improve performance.
- **Incident Management:** Analyze and resolve the platform & application stability incidents.
- **Upgrades/Enhancement:** Propose recommendations on new or enhanced systems, software, upgrades, and modifications.
- **IT Asset Management:** Accountable for updating and administering the IT assets.
- **Operations Management:** Look after vendor management, case management, project management, and inventory management.
- **Liaison & Coordination:** Associate with multiple teams for handling incidents, configuration, change, and problems.
- **Training & Development:** Organize training and mentoring of other Engineers and Leads scattered across Asia, ANZ, and South Africa.
- **SLAs Management:** Accountable for handling the agreed SLAs in all criteria for corporate office & retail stores around AP.

PCCW Solutions (Randstad) | End User Computing (EUC) Manager | Singapore

Jan 2020 – April 2022

Worked on personal computing technology, including hardware, Windows 10, Mac OS, Azure, Active Directory, Office 365, One Drive, Software Distribution, Vulnerability Management, ITSM (ServiceNow), Antivirus, Enterprise Backup, MFP, Remote Support tools, Cisco VPN, MDM, SharePoint, and automation.

Achievements

- Wrote Service Portal guidelines and articles for different client kinds which reduced IT assistance requests, notably during the pandemic.
- Built a robust ServiceNow and SharePoint Knowledge Base, Articles, Guides, and SOPs database from scratch for engineers. Thus, meeting SLAs in 3 months.
- Trained engineers and elevated customer satisfaction from 50% to 95% in a few months.

Deliverables

- **System Administration:** Managed a healthy fleet of laptops, kiosks, and lab devices. Provided deployment, management, and support for Office 365, MDM, and Azure.
- **SLAs Management:** Maintained SLAs for 4 departments, including Assets, ServiceDesk, Desktop, and Intune/SCCM. Updated ServiceNow and Service Portal KBs and Articles.
- **IT Operations:** Handle the day-to-day computing applications and operations, including query resolution, and software and hardware support.
- **Issue Resolution:** Accountable for investigating, diagnosing, and solving system issues.
- **Training Management:** Coordinated the training and mentoring of Engineers, Team Leads, and Managers.
- **Customer Satisfaction:** Achieved high customer satisfaction and dealt with low ratings to close the loop.
- **Operations Management:** Vendor management, case management, project management, patches (GitSir), and inventory management.
- **Rosters Management:** Maintained duty rosters for 3 departments.

MoneyLion | Workplace Technology Lead | Malaysia

May 2019 – Sep 2019

Achievements

- Reduced the monthly cloud application costs by \$5,000 (USD).
- Launched IT Service Desk (levels 1 & 2) created quality KB and SOP and achieved high FCRs and low-ticket volume.
- Rolled out the SSO apps with JumpCloud (DaaS) and eliminated manual account creation and deletion. No unattended accounts.

Deliverables

- **Technical Support:** Delivered operational and engineering support for workplace IT infrastructure, including desktops, laptops, workstations, and end-user support technologies.
- **Issue Resolution:** Held accountable for addressing, and examining end-user issues and resolving the workplace IT hardware and software issues.
- **System Administration:** Developed solutions to prevent and resolve issues in assigned areas, including patch management, implementation, reviews, and verification of medium complexity and risky changes. Maintained full and correct configuration management database entries.
- **Troubleshooting:** Conducted thorough analysis of functional or service needs, utilizing IT business process knowledge.
- **Service Delivery:** Delivered End-user, enterprise infrastructure, and application services.
- **Application Management:** Managed the application documentation, testing, and maintenance.
- **Technology Management:** Managed workplace technology and end-user computing, ensuring IT services and support meet business needs.
- **Team Management:** Managed and motivated a team of WorkPlace Technology Engineers by providing regular feedback and supporting their development goals and performance reviews.

The Boston Consulting Group | Senior Information Technology Specialist | Malaysia

Apr 2012 – Feb 2018

Achievements

- Installed Office 2013 throughout Asia, ensuring 100% user satisfaction.
- Migrated 90% of users to Windows 7, with 10% requiring hardware upgrades.
- Implemented cost-saving initiatives, resulting in RM40,000 savings on communications bills, RM9,000 on ISP fees, and large printer rental savings.
- Contributed to 3 years of zero electrical outages and 3.5 years of internet, server, and network downtime.
- Consolidated 40 vendors into 15 core vendors to improve operational efficiency.
- Implemented modern technologies for office refurbishment. Coordinated departments, contractors, and vendors. Completed project on time and within budget in under 3 months.

Deliverables

- **IT Management:** entrusted with the overall accountability of administering the local technology to improve dependability, security, and efficiency while lowering costs.
- **System Administration:** Ensured all notebook and desktop computer setups adhered to requirements. Diagnosed the computer, video conferencing, and telecommunication systems.
- **Technical Support:** Dexterously steered and piloted a team of IT professionals to support 450+ users and 15 vendors throughout ASEAN, including laptops, desktops, software, hardware, mobile phones, networks, PBX, and servers.
- **Issue Resolution:** Recorded all issues in the database and discovered potential improvements.
- **Documentation:** Documented and maintained the technology-related instructions and processes.
- **Team Management:** Led a team of 8-12 persons to ensure timely project delivery.
- **Liaison & Coordination:** Collaborated with HR Manager to improve IT training for new hires, positioning the department as the top.

EARLY CAREER HISTORY**ACT Conferencing | Conference Support Engineer | Malaysia**

Apr 2011 – Apr 2012

Achievements

- Installed centralized information sharing to save time in finding relevant data for each case.
- Implemented a centralized shared folder to improve vendor support.

Xchanging | Systems Engineer | Malaysia

Dec 2009 – Dec 2010

Achievements

- Led the creation of the next-generation laptop, Lenovo X1 Carbon, resulting in revenue generation

Datacom | Manpower Support Engineer (ANZ Operations) | Malaysia

July 2007 – Aug 2009

Achievements

- Secured over 95% SLA compliance with FTR rates of over 90%.
- Bagged the Certificate of Achievement for Improved Service Desk Analyst of the quarter in 2008.

Digital DNA | Systems Integrator | Malaysia

Apr 2006 – Jul 2007

Achievements

- Set up and executed a new IT infrastructure for the client with no hiccups.

EDUCATION & TRAINING**Degree in Network Computing, INTI College Malaysia | Malaysia (2005)**

Microsoft Certified Professional (MCP) (2005)

Microsoft Certified Systems Administrator (MCSA) (2005)

Microsoft Certified Systems Engineer (MCSE) (2006)

ITIL Certificate in IT Service Management (2016)

Mandarin (Beginner to Intermediate levels) (2018~2019)

TEFL Certified (2019)

TECHNOLOGIES & LANGUAGES**Operating Systems (OS):** Windows OS | Windows Server | MacOS | Linux CENTOS | iOS | Android**Network & Communication:** Cisco Networking devices | LAN/WAN | Wireless Access Points | Firewall | VPN (Cisco AnyConnect, Pulse Secure, Zscaler, RSA SecurID) | Fortigate | Fortinet**Cloud & Virtualization:** Microsoft Azure (EntraID) | Google Cloud Platform (GCP) | G-suite | Amazon Web Service (AWS) | JumpCloud | Virtualization (VMWare, Hyper-V, Citrix) | Azure Active Directory | Enterprise Cloud storage (Egnyte/G-Drive/Dropbox/One Drive) | Microsoft 365 Admin Center | Adobe CC Admin | Mobile Device Management (AirWatch, JAMF Pro, Google, Microsoft Intune, Apple Business Manager) | JIRA/Confluence administration | ServiceNow | Microsoft Teams Administration

Software & Applications: SCCM | Antivirus (Symantec, TrendMicro, Bitdefender) | Encryption Administration (RSA Authentication Manager, SOPHOS, Bitlocker) | MS Office 365 | Adobe Photoshop/Reader/DC Pro | Exchange/Outlook | Active Directory | GPO Administration | WSUS/Patching | Backup (Windows, CrashPlan PRO server) | Windows Task Scheduling | ManageSoft Enterprise Deployment Manager (Inventory) | Remote Support (Bomgar, TeamViewer, Teams) | Acronis

Generative AI: Copilot | ChatGPT | Dall-E | Midjourney | Leonardo | Capcut | Gemini

Video Conference & Communication: Audio/Video Conference system (Cisco/Polycom/Logitech/Jabra/Neat) | Cisco WebEx | Zoom Pro | Microsoft Teams | Microsoft Teams Room Pro Management | CISCO TelePresence Server (TPS) | CISCO TelePresence Management Suite (TMS) | Cisco Unified Communication (UC) | Polycom Global Management System (GMS) | Polycom MGC Manager | Siemens Hi Path (PBX) | Crestron | Slack Administration | Logitech Sync | Wirecast | Microsoft Teams Live Event | Microsoft Teams Townhall

Languages: American English (Fluent) | Mandarin (Conversational) | Spanish (Fluent)