Balakrishnan Chandran (BK)

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EXECUTIVE SUMMARY

Strategic, Seasoned & Transformative Information & Communication Technology Business Leader with 22+ years of progressive career with Global (Predominantly US & European Headquartered) & Indian MNC's inclusive of last 10 years in Senior Management capacity defining & translating Organizations Information & Security Technologies Vision and Business Objectives into Secured Technology Solutions, Talent Scout & Culture Revolutionary, Tech Translator Building Technology & Security Roadmap and Transforming Business Processes with Secured Digital IT Solutions

Experienced with Global Banking & Financial Services, Captive Shared Services, Business Process Outsourcing & Management, Manufacturing, Automotive, Food & Beverages, FMCG, Healthcare, Pharma, Infrastructure, Telecommunications, Electronics, Power Systems, Education, Digital Media and ITES Majors

LEADERSHIP

- Driving Global IT Infrastructure Services & Operations, Security, Core Banking Application Platform, Production Support Service & Landscape Service Delivery, Data Center, ERP - Ramco, SAP – ECC, S4 HANA, Fiori, BW4 HANA, Open Text Archive, IoT, RPA, Applications Support, Network & Security Operations Center, Cyber Security Operations Center, Governance Risk & Compliance, Cyber Technologies, Programme & Projects, Audits, IT Site Operations, Cloud Solutions, BCM, DR solutions supporting business. Technology Automation with emerging and industry proven practices and transforming business processes to Secured Digital IT Solutions.

- Defining & Driving Strategic Digital IT Initiatives, IT Automation Roadmap, Large Saale Transformation Programme, Demonstrate & obtain Approvals from Group Founding Chairman, Managing Director's, Executive Board, CxO' s, Steering Committees on IT Investments, Resource Planning, New Technology Avenues with Executive Dashboards & Presentations.

- Talent Scout - Global IT Team Management – Direct, Matrix & Distributed, spread across multiple Countries & PAN India. Resource Identification, R&R, Professional & Personal Development, Cross Functional Trainings, Career Progression Plans, Offshore / Onshore Assignments, Work-Life Balancing, Effective CSR Initiatives.

- Financials Management - Group & BU IT Budgets Planning, Forecasting, optimize spend of annual Capex, Opex & Large Projects Specific Investments

- Actively Engage and participate in Industry Events, Conferences, Seminars, Conclaves like, Gartner, Microsoft, HPE CIO, Checkpoint, Canon & Etc.,

FUNCTIONAL

- Ensuring 24/7/365 Services availability of IT Data Center, ERP – Ramco, SAP – ECC, S4 HANA, Fiori, BW4 HANA, Open Text Archive, Native Applications, SOC, NOC, Cyber Security, Governance, Network, Voice, Server, Print, Site IT Operations Support, Customer Support, IT Service Desk, Audio & Video, Unified Communications, Operations Support with 99.99% uptime across Global Sites & Client dedicated environments.

- Chair Periodic Business vs Technology review meetings with SBU & Support Functional Leaders.

- SLA performance enhancement of In-house L1, L2, L3 & L4 - IT Infrastructure, IT Security, IT Site Operations & IT Service Desk, OEM's, Service Providers & Integrators, Partners, Vendors and Contractors.

- Define & Architecture – Standardized & Futuristic Secured Digital IT Environment.

- End-to-End IT, Security, Governance & Business Services Process & Workflow Automation.

- Stakeholder Management In-house, Government Agencies, Regulatory, Statutory and Certifying Bodies.

Skill Set

- **IT Infrastructure Services & Operations**
- **IT & Security Service Delivery**
- **IT Network Infrastructure**
- **IT Voice Infrastructure**
- **IT Server, Storage & Backup**
- **IT Unified Communication Systems**
- **Network & Security Operations Center**
- **Cyber Security Operations Center**
- **IT & Cyber Security Solutions**
- **Tier 3 & 2, Green Datacenter Design, Implementation & Operations**
- **DCIM – Data Center Infrastructure Management**
- **IT Governance, Risk & Compliance**
- **ISMS Policy Framework**
- **ISO/IEC 27001 :2005, ISO/ICE 27001 :2013, SSAE / ISAE, BS25999, PCI/DSS, SOX Control Implémentation & Certification**
- **Cyber Security Controls & Practices**
- **Vulnerability Assessment & Penetration Testing**
- **SIEM, IDAM, Multi-Factor Authentication Solutions – AD->Biometric->RSA for Banking, Consulting & Financial Services**
- **IT Audio / Video**
- **Cloud Infrastructure Hosting & Management**

- **Core Banking Application Platform Migration, Production Support & Landscape Service Delivery**
- **SAP ECC, Ramco ERP & In-house Native Applications IT Infrastructure Landscape**
- **SAP S/4 HANA, Fiori, BW4 HANA, Open Text - Green Field Full Cycle - IT Landscape Design, Development, Deployment, UAT, Implementation & Operations**
- **Large Programme & Project Management**
- **Greenfield IT & Allied Services for New Offshore Delivery Centers, Shared Services, Corporate Office, Manufacturing Plants, Hospital, Central Command Control Center, Regional & Branch Offices, DC's / WH's**
- **Group SCM, HR / HCM & FSSC Process & Workflow Digitization & Automation**
- **Mobility, IoT, IIoT, Industry 4.0**
- **Robotic Process Automation Solutions**
- **Machine Learning & Shop Floor Automation**
- **HIS, PACS, NCS & Healthcare IT Infrastructure & Applications Solutions**
- **Security Surveillance Systems & BMS**
- **Global OEM, Service Integrators, Vendors, Suppliers & Contractors Management**
- **Technology Platform Integration, Upgrade & Transition**
- **IT Disaster Recovery & Business Continuity**

Since October '17 to November '19   Amara Raja Group, Amara Raja Batteries Limited, Tirupati

Group Head - IT Infrastructure & Security (DGM)

Reporting To: Group CIO -> Group Chairman

Key Deliverables:

- Group Corporate IT & Security Management across PAN India & Overseas - 24/7/365 Operations for:
  - Amara Raja Batteries Limited
  - Amara Raja Electronics Limited
  - Amara Raja Infra Private Limited
  - Amara Raja Power Systems Limited
  - Mangal Industries Limited
  - Amara Raja Media & Entertainment Private Limited
  - Galla Foods (A Division of RNGalla Family Private Limited)
  - Amara Hospital
  - Rajanna Trust
    - Amara Raja Educational Society
    - Amara Raja Skill Development Center
    - Primary Health Care & Others
- People Management - IT Network, Security, Governance, Voice, Server, Service Desk, Audio & Video, Print, Systems, Projects Leads & Team Members.
- Group IT Financials – Annual Capex & Opex Budget, Spends, ROI and Cost Optimization Management.
- Digital Transformation of HR System from SAP Success Factors Platform and In-house Legacy HR Applications to Cloud based PeopleStrong Suit, enabling anywhere, anytime mobility access for all business users.
- IBM Power Servers & Storage environment for SAP S4H Landscape with SAP HANA S4 and Production ERP-S4H, BW, FES HANA Systems, DB and APP deployment on SLES with SUSE Cluster.
- Migration of MS Windows 7 to MS Windows 10 for End-User Computing - Desktops & Laptops across group entities.
- Assessed, Redefined, Standardized and Refreshed entire IT Landscape with Resilient IT Infrastructure, Security, Applications supporting Group Companies aligning with business strategy on immediate and future growth & expansion needs.
- Rationalized Head Office – Tirupati, Corporate Office – Hyderabad, Growth Corridor – Chittoor, Regional, Branch and Warehouses / Distribution Centers IT Network – WAN, WLAN, LAN, Server, Voice, Audio & Video, End-User Computing – Desktops, Laptops and Mobility Devices for all Group Companies.
- Established Campus-Wide Optic Fiber Network with dual path for resilience & segmented connectivity for Data, Voice & Security Surveillance Systems
- Print Fleet Management been evaluated and standardized with Canon Managed Services across locations, where decade old non-performing multi-branded printers by local vendors and suppliers were phased out.
- Introduced and upgraded High Availability ISP platform across all location with upgraded bandwidth, by phasing out the non-performing legacy ISP, resulting in substantial Service & Cost benefit.
- Streamlined Partner / Vendor / Service Providers Annual Maintenance Contracts renewals with value added services, defined and measurable SLA, mutually agreed payment / penalty terms benefiting business, Quarterly service review meetings.
- Entire Server Farm consisting Rack & Blade Servers were evaluated. Consolidation and Virtualization with VMware platform been accomplished, resulting in reducing the Server Hardware footprint at Primary Datacenter, Near Datacenter and Disaster Recovery Center.
- Decommissioned and scrapped the legacy age old Servers, HDD's & Data Tapes after degaussing as per industry standard and certified for safe disposal.
- Transformation of IM Platform from Pidgin to Cisco Jabber for Messaging, Audio & Video communications.
- Sandbox environment for all test sceneries for SAP S4 HANA.
- Greenfield Implementation of Multispecialty - Amara Hospital @ Karakambadi, Tirupati.
- Greenfield Implementation of New Corporate Office @ Karakambadi, Tirupati – HO Plant Campus.
- Greenfield Implementation of New Large-Scale Plants for Automotive Battery Divisions @ Amara Raja Growth Corridor and Lithium-Ion Battery Division @ HO, Tirupati.
- Concept, Design, Build & Operations of New Command Control Center @ Karakambadi, Tirupati HO Plant for Centralized CCTV for Perimeter & Plants and offices Security Surveillance Monitoring.
- Established industry standard Information Security Management System (ISMS) Policy Framework & Practice.
- Web Security – Zscaler Solution Implementation for controlled & Managed Internet Web Access.

- SOC Implementation – Symantec Security Operations Center for 24/7/365 monitoring of all Core IT Network, Server, Voice, Web & Critical Services.
- Checkpoint Perimeter Firewall Implementation for DC, NDC & DR Locations.
- Hardening & Securing Domain & E-Mail environment - DMARC-DKIM policy, IronPort Appliance with Encryption & Data Leak Prevention.
- Data Protection Policy standardization as per Indian & International law & standards.
- Vulnerability Assessment & Penetration Testing done by third party with gaps findings. Fixing and reevaluation done with green for secured & updated IT environment.
- Network Performance Monitoring via SolarWinds.
- Implemented End-point Detection & Response, Incident Response & Threat Hunting techniques and trained internal team with support of third-party vendors.
- SOC Monitoring of attack Vectors DDos Attacks, Phishing, Web Attacks & Malware.
- Infrastructure enablement for Group SCM - Supply Chain Management Automation of E-Way Bill Process, Digital Warranty and OEM's direct invoicing.
- Shop Floor WLAN, right from Formation to Dispatch.
- Plants Production Floor Secured WLAN - Wireless LAN establishment
- Group Wed & E-Mail Domain Migration from .co.in to .com.
- SD-WAN, CISCO ISE, NAC, DLP, Two Factor Authentication, Single Sign On.
- Field Force Computing - Mobility solution for Marketing Teams – ASBU & ISBU across PAN India.
- VMware Air watch MDM Solutions Upgrades and Introduction of Checkpoint Capsule & Sand Blast for BYOD & Mobile Security Services.
- VMWare Horizon POC – Applications Publishing for Anytime – Anywhere Access.
- Zoom – Integrated AV Communications platform for Internal & External Corporate Communications, Conferences, & Meetings.
- Cisco & Avaya Voice Infrastructure Environment for VOIP.
- Cisco & Polycom – Audio & Video Infrastructure Solutions across Group Companies.
- 99.99% uptime of IT Datacenter, Network, Servers & Voice with HA & DR environment.

Since August '15 to October '17   Prodapt Solutions Private Limited, The Jhaver Group, Chennai

Associate Director - Global Head of IT Infrastructure, IT Site Operations & IT Security (CISO)

Reporting To: COO -> CEO, Group President and Member of Board (Jhaver Group)

Key Deliverables:

- Heading Global ICT Infrastructure, Information Security, Governance Risk & Compliance, IT Site Operations – End-User Computing Support Services, Voice & Vendor Management.
- IT Program Head for Information Security - ISO/ICE 27001:2013 certification for Prodapt Solutions – March '16.
- Supporting International Telecommunications Clients Development, Delivery & Support Operations – Onshore & Offshore models across global sites / locations – US, Europe, South Africa, Netherlands and others.
- Established industry standard Information Security (ISMS) policy framework.
- Implementation of new offshore Delivery site / location @ Bengaluru.
- 99.99% uptime of IT Datacenter, Network, Servers & Voice with HA & DR environment.
- Developed IT Infrastructure & IT Site Operations - End-User Service Management & Support Policies and SOP's.
- Design and implementation of MS Exchange 2013 platform upgrade with Hybrid integration solution for MS O365.
- Incident, Problem, Request, Change & Release Management.
- Capex & Opex Budgets, Investments and ROI Management for IT.
- Cloud Infrastructure Services (Public & Private) partnering with leading global service providers.
- Globally distributed team management.
- Liaison with Global Statutory & Governing bodies, Global Vendors and Service Providers.

December '13 to August '15   Ninestars Information Technologies Ltd, Chennai

Associate Vice President – Global IT Infrastructure & Security

Reporting To: COO -> Co-Founder & Managing Director

Key Deliverables:

- Heading Global IT Infrastructure, Information Security & GRC, IT Site Operations – End-User Support Services, Digital ICT Services Management.

- Established industry standard IT Security (ISMS) policy framework for IT Infrastructure & Operations, Applications Development & Support & RIM SOP's.
- Clients list – The Hindu, The Times of India, Aircel, ProQuest, NLA Media Access, Deccan Herald and more.
- Program Head for newly implemented Global Delivery Center design, end-to-end implementation and Support.
- Supporting Global Network Security, Applications, Governance, Endpoint Security and Unified Communications.
- Design and implementation of new Global Datacenter with secured, redundant with HADR IT Infrastructure setup.
- Incident, Problem, Change, Request, Release & Capacity Management.
- IT Division Budgets & Investments Management.
- Cloud Infrastructure Services (Public & Private) partnering with leading global service providers.
- People Management
- Liaison with Statutory & Governing bodies, Global Vendors and Service Providers.

November '12 to December '13   Scope International Pvt Ltd (Subsidiary of Standard Chartered Bank)

Associate Vice President – IT Infrastructure Services & Operations (ISO) – Global Technology Operations

Reporting To: Head of Technology -> SVP

Key Deliverables:

- Global Banking Technology – IT Infrastructure Services & Operations Management.
- Infrastructure Engineering & Operations Project Management Services.
- Lead ISO Chennai Management in all aspects.
- End-to-End Core Banking & Banking Applications Infrastructure, Production Support Services, Service Delivery & Stakeholder Management.
- Supporting executive leadership with Business Process Management and PMO.
- Leading Core Banking landscape replacement geographical regions, replacing old legacies & interfaces.
- Global Technology Vendor Management – Infrastructure, RIM Services & End-User Support, Datacenter Management.
- Global Datacenter HADR & DR Support.
- Large scale Secured Technology Architecture for implementation of new country / branch banking Datacenter technology security infrastructure.
- Supporting Datacenter Services Management, IBM DB2, WebSphere, Oracle DB, SAP Enterprise, UNIX, Mainframe, Enterprise Networking Operations and Application Development support teams.
- Unit Financials, Budgets, Forecasting & Pricing Methodologies.
- Command Centre Management.
- SOW, SOP, OLA/SLA for Global Infrastructure Technology & Site IT Operations domains.
- End-User Support Operations, Development, Production Support Services teams
- Global Technology Vendor / Supplier Governance & SLA Management.

February '01 to November '12   RR Donnelley India Outsource Private Limited, Chennai

Senior Manager – IT, Global IT Infrastructure, IT Site Operations and Security

Reporting To: Vice President - IT -> Managing Director

Additional Leadership Roles:

Since 2006 **– Global IT Change Manager –** Chairing Change Advisory Board (CAB) - APAC

Since 2006 **- IT SPOC** – Business Continuity Management & Disaster Recovery – APAC

Key Deliverables:

- Handling the entire scope of activities pertaining to:

  - **International Client Support:**
    - Heading Information Technology Support of dedicated, hybrid & shared offshore Datacenter & Site IT Operations Services for international banking & audit consulting firms like Morgan Stanley, Bank of America Merrill Lynch, Deutsche Bank, Barclays, Credit Suisse First Boston, Goldman Sachs, Boston Consulting Group, KPMG, Amdocs and 100's of other Fortune 500 clients operations @ OfficeTiger - RR Donnelley.
  - **IT Infrastructure, IT Site Operations Support & Service Delivery Management:**
    - Spearhead 24/7/365 IT Infrastructure, IT Site Operations – End-User Support Services - APAC, ensuring maximum uptime with high availability of technology services – Network, Server,

- Desktop & Laptop, Intel, Storage platforms and core Infrastructure services covering Cisco, IBM, DELL, HP, NetApp, Nortel/Avaya products.
- Incident, Problem, Request and Change Management with defined SLA.
- Heading IT Site Operations – End-User Support Services team across APAC locations for L2 Support.
- Implemented & managed multiple large scale Tier III & II Datacenters across APAC with redundant technology solutions, capacity planning, and systems deployment / decommissioning for IT Infrastructure Services. Remote Management of DC hosted in our collocation facility at North America. & United Kingdom.
- Escalation management & Carrying out regular IT audits with different business groups for identifying and rectifying bottlenecks in IT Infrastructure & Site IT Operations. Providing guidance to team/corporate for continuous improvements and providing precise collective dash board updates to senior executive management / leadership team.

- o **Global Network, Server & Datacenter Solutions:**
  - Network solution architect for secured global connectivity.
  - Endpoint Security Management.
  - WAN & LAN solutions design with Gigabit Fiber Channels, secured with perimeter network.
  - Cisco Nexus & Catalyst, Checkpoint, SonicWALL Network & Firewall components to establish structured Datacenter environment.
  - Extending Datacenter fabric functions between sites including tenancy, network containers, traffic QoS and bandwidth reservation
  - DELL, HP & NetApp – SAN & NAS storage solutions for data management.
  - Cisco Wireless, VPN, Routers, Controllers, Access point solutions for end-user community.
  - Strategic Network design architecture for global expansion of business across continents
  - Solution architect for internal Network, Server Farm Virtualization.
  - Datacenter Edge Routers, Firewall, Core Switches, Access Switches, Layer 2 & 3 switches, Fiber backbone connectivity, Rack (Passive & Active) positioning design and implementation.
  - Distributed Storage environment including NAS/SAN extensions, virtual volumes, storage fabric, and data replication across multiple sites
  - Active-Active, Active-Standby, and load balanced applications designs between metro datacenters.

- o **Customer & Global Vendor Relationship Management:**
  - Primary contact for client IT engagements covering entire scope of Technology Infrastructure, Security & Site IT Operations support.
  - Evaluating, selecting and liaising with Infrastructure Vendors & Service Providers for new requirements, solution proposals, upgrades & implementation.
  - Evaluation of Vendors for Service, Proposals, Contract, Rates and Service Terms Negotiation.
  - Periodic review meetings with Vendors for Service – SLA, Escalations and Optimization.

- o **People / Talent Management:**
  - Recruitment of skilled technical resources, on the job training with buddy program for the new recruits.
  - Strategic leadership direction to IT Senior Managers, Mangers, Team Leads and Engineers in refining knowledge and execution methods by regular meetings and guidance sessions for achieving results supporting business targets.
  - Responsible for the integration of key HR processes including career development, defining KRA / KPI, compensation review, sourcing approach, performance management and R&R.

Notable Highlights:

- Ø Key IT leader supporting organizations growth that started with one facility during 2000 at Chennai and has the global foot print with its eleventh facility in 2012 spread across APAC.
- Ø Strategic Technology Infrastructure & IT Site Operations Support leader, supported in Organizations Organic & Inorganic growth.
- Ø Critical member in establishing BS25999, ISO/IEC 27001:2005, PCI/DSS and SAS 70 Type II controls implementation and certification for RRD. Key representative during annual surveillance audits by major consulting and auditing firms.
- Ø Strong Crisis & Escalation management.
- Ø Offshore Delivery Centre implementation for fortune 500 clients in India, Manila, Sri Lanka & Middle East.
- Ø Second level IT Facilitator from Management during OfficeTiger – RR Donnelley acquisition merger process leading to one Organization.
- Ø Transition lead for technology integration between RRD US Corporate and RRD Asia Global Outsourcing platforms.
- Ø Exemplary in People & Talent Management with multi-location technology support teams spread across diverse geographical locations covering India, Manila Sri Lanka, US, UK & Middle East.

April '99 to January '01	Antriksh Pharma, Chennai

System Administrator – (IT Infrastructure Support Management)

Reporting To: Managing Director

April '97 to March '99	Venkat Gas Agency, Chennai

Systems Engineer - (IT Infrastructure Support Management)

Reporting To: Managing Partner

SCHOLASTICS

- **Master of Computer Application** from IGNOU – Indira Gandhi National Open University.
- **Post Graduate Diploma in Computer Applications** from IGNOU – Indira Gandhi National Open University.
- **Certificate in Computing** from IGNOU – Indira Gandhi National Open University.
- **B A Corporate Secretaryship** from Madras University (Guru Nanak College).

CERTIFICATIONS

- **ITIL V3 Foundation** - Certified by Exin
- **BS 25999 BCM Lead Auditor** – Certified by BSI
- **BS 25999 BCM Implementation –** Certified by BSI
- **ANIIT** – Certified by NIIT

TRAININGS, COURSES UNDERGONE & MEMBERSHIPS

- Attended training & Course sessions on:
    - **PMP** – Course completed from Adept Technologies, Chennai
    - **Six Sigma** - In-house training program @ RR Donnelley
    - **Leadership** - In-house training program @ RR Donnelley
    - **BS ISO 27001:2013 –** Lead Auditor Course @ Prodapt Solutions

ACCOLADES

- **Awarded with "Best Performer of the year 2007 – IT, APAC" @ RR Donnelley**
- **Awarded with "Best BCM SPOC - APAC for the year 2010 – 2011" @ RR Donnelley**
- **Awarded with "Best Team of the Month – December 2015" @ Prodapt**
- **Awarded with "ISO 27001:2013 Certification – Contribution – March 2016" @ Prodapt**

PERSONAL DOSSIER

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