



ANANTHU BALAGOPAL

IT DELIVERY MANAGER

+91-9633443456

ananthubalagopal@gmail.com

Rishabham, KS Mangalam PO,
Vaikom, Kottayam, Kerala,
India (686608)

SUMMARY

Dynamic and results-driven Delivery Manager with 4+ years of experience in overseeing and managing the successful implementation of Microsoft Azure SAAS application; Modern Meetings, Microsoft 365 security and compliance solutions, Data Layer Protection, Email Tenant-to-Tenant migration, Azure infrastructure setup, and Teams Voice implementation. Adept at managing both internal and client IT support teams to ensure smooth operations and resolve infrastructure-related issues. Possess 12 years and 7 months of total experience in the IT industry, with a strong background in technical specialization and project management.

PROFESSIONAL EXPERIENCE

Delphi Consulting, Dubai (October 2022 – August 2023)

Designation: IT Delivery Manager

Responsibilities:

- Successfully manage over 30 projects in the pipeline, including the migration of email tenants Using Quest Migration Tools.
- Implementation of Microsoft 365 security and compliance, MAM, DLP, Azure Identity protection, Azure infrastructure setup, Azure DevOps, and Microsoft Teams Direct Routing using Ribbon.
- Coordination with international clients in managing and successful implementation of various projects.
- Project execution on both Agile and traditional waterfall models.
- Coordinating with technical teams to have the Microsoft workshops delivered to customer without any failures.

Major Projects:

- Azure AD infra configuration
- One Domain Email Migration (Multiple Email domain consolidation)
- Active Directory Consolidation
- Teams Direct Routing
- Azure Virtual Desktop Setup
- Teams Direct Routing as a Service
- G suite to O365 Migration
- M365 Security and Compliance
- Skype to Teams Migration and Direct Routing
- Exchange On Premise to Office 365 Migration
- Microsoft Defender for Cloud Apps
- Share Point online Migration

Project Planning and Initiation:

- Developing project plans, timelines, and objectives.
- Conducting feasibility studies and risk assessments.
- Defining project scope and objectives.
- Securing necessary resources and approvals.

EDUCATIONAL

- Bachelor's Degree in Electronics and Computer Hardware, MG University 2010



CERTIFICATIONS

- ITIL
- MCSE
- PMP Trained



LANGUAGES

- English
- Malayalam
- Hindi
- Tamil

Team Leadership:

- Assembling and leading cross-functional project teams.
- Delegating tasks and responsibilities.
- Providing guidance, motivation, and support to team members.
- Resolving conflicts and ensuring a collaborative work environment.
- Leading a team of IT support professionals, providing 18x7 support to clients and internal IT departments.

Budget and Resource Management:

- Creating and managing project budgets.
- Allocating resources efficiently.
- Tracking expenses and ensuring cost control.
- Negotiating and managing vendor contracts.
- Working with finance on the profits and project invoices.

Schedule and Risk Management:

- Developing project schedules and timelines.
- Monitoring project progress and making adjustments as needed.
- Identifying and mitigating project risks.
- Implementing risk management strategies.

Communication and Stakeholder Engagement:

- Conducting regular meetings and reporting progress.
- Handling project-related documentation and reporting.
- Ensure effective communication with stakeholders, manage project timelines, allocate resources, and oversee project delivery to meet client requirements and expectations.

Quality Control and Deliverable Management:

- Ensuring project deliverables meet quality standards.
- Conducting quality reviews and inspections.
- Implementing quality assurance processes.
- Managing changes and scope creep.

Problem Solving and Decision-Making:

- Identifying and addressing project issues.
- Making informed decisions to keep the project on track.
- Developing contingency plans.
- Handling unexpected challenges effectively.

Project Documentation and Reporting:

- Maintaining project documentation, including project plans and reports.
- Keeping accurate records of project activities.
- Generating regular progress reports for stakeholders.
- Documenting lessons learned for future projects.

Continuous Improvement:

- Analyzing project outcomes and identifying areas for improvement.
- Implementing best practices and process enhancements.
- Contributing to organizational knowledge and growth.
- Implemented Teamwork app for project management across the firm for tracking and managing all the projects.
- Weekly project report presentation to the CEO and Management.

- Project analysis and identify and resolving the risk factors.
- Implementing new strategies in business to enhance the timely delivery of the project.
- Working with sales team for pipelining resources for the upcoming projects.
- Standard Operating Procedures have been created for IT operations.

EY (March 2020 - October 2022)

Designation: Azure DevOps Manager

Responsibilities:

- Managing the successful implementation of Azure infrastructure and DevOps practices for the development of a global resource booking APP called MMS; Modern Meetings and Scheduler at EY.
- Modern Meeting Scheduler is an Azure based web application with frontend hosted on share point online for the purpose of booking meetings and blocking board rooms and AV devices. It is integrated with Azure and Microsoft O365.
- Collaborated with cross-functional teams across the globe to design and deploy Azure solutions, ensuring scalability, security, and high availability.
- Participated in the development and improvement of Azure DevOps processes, streamlining workflows and enhancing project delivery efficiency.
- All the codes are developed and deployed following Agile practice.
- All the deployments are managed and tested along with the testing team.
- Worked on post deployment issues and coordinated with dev team on retrospective.
- Managing and deploying Condeco Devices. Condeco Devices are used for creating ad hoc meetings as the device will be placed in front of the meetings rooms.
- Creation of Room and Resource mailbox is Azure AD.
- Engineering Documentation and KB creation.
- Managing L4 tickets and coordinating with the technical teams for timely resolution.
- Managing End to End operational procedure for Modern Meetings infra.
- Basic Experience with Power Automate, Power App and Power Bi
- Share point Online, SQL DB, Active Directory, MTRs, Hyper V, Windows Server, IIS

EY (June 2013 - March 2021)

Designation: Exchange Specialist

Responsibilities:

- Managed internal Exchange infrastructure and mail routing, ensuring the smooth functioning of email systems for the organization.
- Provided technical expertise and support for Microsoft Exchange 2003, 2007, 2010, and 2013.
- Resolved complex technical issues, conducted troubleshooting, and implemented proactive measures to optimize system performance.
- Providing level 3 global support for the Messaging infrastructure of EY.
- In-depth troubleshooting of mail flow issues, and administrative issues.
- Documentation of new features.
- Working on priority tickets and provide valuable suggestions from Level 3 and coordinate the work with other technical teams.
- Collaborative work with Microsoft on various new implementations.
- As a lead in various domain acquisitions from Messaging side.
- Worked on various domain acquisition projects.
- Working with different technical team's viz. Active Directory, Windows Server and Networking on implementation and production issues.
- In-depth knowledge in ITIL foundation.
- Migration from Domino lotus notes to Exchange 2010
- Exchange 2013 upgrade and Exchange 2016 installation and Migration.
- Providing training for level 2 and other peers on core Exchange topics and case bashing.

- Asia Pacific Sub Lead for Messaging.
- MMS (Modern Meetings and Scheduler) Lead SPOC from Level 3

Wipro (January 2011 - June 2013)

Designation: Technical Specialist

Responsibilities:

- Worked as a Microsoft Exchange Technical Specialist, providing expert support for Exchange versions (2003, 2007, 2010, and 2013).
- Worked on resolving downtime scenario and other high priority issues for premium Microsoft customers.
- Escalated tickets were addressed and all the issues were resolved with 100 % customer satisfactions.
- Ensured the smooth migration of Exchange environments, minimizing disruptions and ensuring data integrity.

 **SKILLS**

