Suresh H.R

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PROFESSIONAL SUMMARY

IT Service & Cyber Security Management professional with 25+ years of rich experience in IT Infrastructure Management, AWS, Google GenAI Leader, Information Security, Risk & Compliance. Conversant with IT Services Industry Standards and Best Practices - Adopting and establishing them within a large global organization. Have led and executed Risk & Compliance Programs, Security Solution Design & Implementation, ISO 27001 Control implementation, IT Process Re-engineering, Data Center Support, Delivery assignments for clients across US, UK, Europe, S. Korea and Australia. An effective leader with Techno Functional experience in leading and maintaining Quality, Service & Security Posture in the Organization. CISA & ITIL V3 Expert Certified, Google GenAI Leader.

EXPERIENCE HIGHLIGHTS

- **Risk & Compliance Management**: Have handled Global Engagement Risk & Compliance for 7 large engagements covering 140+ controls including ISO27001, GDPR, Regulatory & Contractual requirements
- **Privacy Impact Assessments**: Performed PIA for Global Banking clients to assess the baseline requirements and managed the risk and remediation plan
- **Risk Assessment**: Executed risk assessment with Octave Risk Assessment and familiar with Risk based assessments
- **ISO 27001 Implementation:** implemented ISO 27001 controls for one of the largest ISP
- **Dy. CISO**: Have been part of Risk Assessment, implemented ISMS and Controls for an ISP & Managed the ISMS audits, IQA/ISA Audits and liaised with external certification body
- **Security Solutions**: Designed and implemented Firewall, web/spam filtering, IDS/IPS solutions, performed VA and PEN test for an ISP
- **Data Center Delivery Management** – Transition and BAU support for large deals ($40M TCV) Service Delivery, SLA Management, People & Performance Management, P&L, Standardization of Process & drive operations efficiency thru metrics and KPIs.
- **Financial Management** – Planning and managing annual budgets, track cost and improve profit margins thru optimization and automation
- **Leadership & Training** – Situational leadership – Able to adopt leadership styles and taking initiatives to implement effective work environment, managing and motivating multi-cultural teams, succession planning. Passionate about Mentor / Groom managers and leaders. Key people retention thru career counselling.
- **Best Practice** – Sharing and institutionalize organization practices, implementing ITIL Process, ISMS and adopting MURI/LEAN IT Principles

AREAS OF STRENGTH

TECHNICAL
- IT Service Management
- ISO 27001 Controls
- Networks/Firewall/IDS/IPS
- ISP, NOC Management
- Service Delivery
- Data Center Technologies

STANDARDS/FRAMEWORK
- ISO 27001, ISO 20000 Audits
- SEI-CMM OCTAVE Risk Assessment
- GDPR/Privacy Impact Assessments
- SOX-404 IT General Controls
- LEAN IT

EDUCATION & CERTIFICATIONS
- Executive General Management Programme from IIM-Khazikode,
- M.Sc. Value Education – Annamalai University
- BS in Information Systems – BITS Pilani Rajasthan
- Diploma in Computer Science & Eng - Technical Board of Karnataka

PROFESSIONAL EXPERIENCE

HCL Technologies Ltd, Bangalore   **Jan'2016 – till date**
Designation: General Manager

Role: Delivery Compliance Manager, Clients: Global European Bank Global American Bank

Key Responsibilities:

Perform risk impact analysis on baseline and contractual requirements. Propose and drive remediation plans for any control failures. Act as first line of defense by assessing, controlling and mitigating risks for new and existing projects. Liaise with Delivery, Privacy, Regulatory, VRM, BCM teams for effectiveness and efficiency of controls. Provide advice to Apex Committee on ways of improving the effectiveness and efficiency of controls for strategic accounts.

HCL Technologies Ltd, Bangalore   **Apr'2010 – Dec'2015**
Designation: Group Manager

Role: Service Delivery Manager, Clients: Staples Inc, UK based Banking Group, Heidelberg Service Management, Servier Monde

Key Responsibilities:

Transformation and Transition planning for Data Center Services. Event Management and Integration with Service NOW. Define Service Delivery Model, SLA Measurement and Reporting, Review/Negotiate Contracts.

Steady State Support as per the SOW/Contract for the technology tracks Command Center, IAM, AD, Windows/VMWare, Network, Unix/Linux, MDM, Tools (Control M, Moogsoft, SNOW), Database, Storage/Backup, EUC (Citrix/VDI, SCCM, 365), Firewall, AV, IDS/IPS, DR/BCP.

Streamline delivery by constantly evaluating and removing inefficiencies thru LEAN IT. Manage P&L by implementing profit improvement levers. Coach leaders and plan succession to ensure seamless delivery. Managed a span of 150 resources globally to support 24/7 model.

Tesco HSC Pvt Ltd, Bangalore   **Mar 2009 – Mar - 2010**
Role: Technical Leader

Define ITOF (IT Operations Framework), IT Process re-engineering. Support UK and APAC stores by onboarding IT Operations to ITOF framework which includes Event Management, Incident and Problem Management. SLA Measurement and Reporting.

Satyam Computer Services Ltd, Bangalore   **Sep 2005 - Feb 2009**
Role: Project Consultant

Clients Handled: Unilever, Electronic Arts, Hyundai Heavy Industries, Large Australian Bank, Sensis Australia(onsite assignments)

Key Responsibilities:

1. IT & Security Process Maturity Process Assessment

2. ISMS, ISO20K, IT Process Re-engineering and implementation

3. SOX – 404 IT General Controls Audit and Gap closure

4. ITSM Tool evaluation and implementation project management

Software Technology Parks of India, Bangalore   **Apr 1998-Aug 2005**
Role: Member Technical Support Staff

Role: IT Manager/Dy.CISO

Key Responsibilities:

1. Risk Assessment and remedial plan(Octave)

2. ISO 27001 Control Implementation and assessment

3. Support VA & PEN testing by coordinating with vendors and internal teams

4. Storage, Server & Network Implementation & Operations(NOC)(IBM, Cisco)

5. Firewall, IDS/IPS, Web & Email Filtering Implementation & Support (CheckPoint ,Trend Micro, Symantec)

6. LAN/WAN, Desktop provisioning and support

7. Documentation of ISO, ISMS and ITSM process & QMS

Indian Space Research Organization(ISRO), Bangalore   **Dec 1996 - Feb 1998**
Role: Apprenticeship Trainee

Personal Details:

DOB: 10/07/1976
Marital Status: Married
Reference: available on request.