

DENNIS

Disaster Recovery Specialist – IT

Infrastructure

Cisco & RedHat Certified

Personal Info

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Delhi/ NCR

Education

Bachelor of Engineering
(Computer Science)

RECOGNIZED FOR

- IT operations, including service availability management, system monitoring and batch processing;
- Change, problem & incident management;
- IT asset management and inventories;
- IT governance, including strategic design, executive reporting and process management;
- Data storage and transmission management;
- End-user support services and tools, including work-station, messaging and mobile technologies.

Skills

Disaster Recovery

Security Audits

Information Security

Process & Policies

Project Management

Crisis Management

Risk Analysis

A disaster recovery specialist with 13+ years of expertise in integrating additional enhancements into the existing processes / tooling with quality results and further user adoption accordingly. Recognized for providing data and collateral that support DR related metrics and initiatives on an on-going basis, he spearheads DR planning and configuration support inclusive of disaster recovery process, development of continuity plans, recovery support, and critical systems recovery. Balaji remains as the go to person working as a catalyst to remediate issues and manage clients.

Experience

Since July 2018	Promoted as Consultant HCL America Inc., Client: Walt Disney
Feb 2013 to Dec 2018	Associate Consultant HCL Technologies., Client: Walt Disney
Dec 2011 to Jan 2013	Lead Enterprise DR Activity Wipro Technologies Pvt Ltd., Client: Pitney Bowes Inc.,
Mar 2007 to Dec 2011	System Administrator Verizon Data Services India Pvt Ltd.,
Sep 2006 to Mar 2007	IT Associate Capgemini Technology Services India Ltd (Kanbay Software India Pvt Ltd)

PRINCIPAL RESPONSIBILITIES

DISASTER RECOVERY

- Review and develop Disaster Recovery strategies.
- Draft procedures for identifying failures and invoking contingency plans, create response procedures and identify communications channels.
- Oversee Disaster Recovery process cloud customers:
- Schedules, coordinates and executes annual DR tests to meet both customer and regulatory compliance (SOC & HIPAA) requirements, internally and externally as applicable.
- Tracks test data to include functions tested, pass fail, test analysis, Issues/Action Item follow-up and create post-test reporting summaries. Communicates with various response teams during testing, create response procedures and support the design, development, installation, implementation and administration of backup solutions.
- Make recommendations to the operations group on DR system enhancements, design and administer programs to include policies, standards, guidelines and a viable quality assurance process for disaster recovery.
- Communicates with various response teams during testing, create response procedures and supports the design, development, installation, implementation and administration of backup solutions.
- Develops and maintains customer specific DR requirements.
- Develops, updates, and Disaster Recovery Plan and associated procedures.
- Surveys business units to assess their needs and ensures that the Information Technology Disaster Recovery Plan supports their respective business recovery plans by performing business impact analyses and establishing recovery time objectives.
- Reviews and updates overall corporate emergency response procedures with emergency response and business continuity managers.
- Lead, participate, and support Information Technology specialized projects and functions.
- Provide technical consulting expertise to staff and to senior management.

IT OPERATIONS

IT Infrastructure Management

- Managing daily operations to ensure that the network and the infrastructure are up & running and as a whole provides a high degree of reliability and availability.
- Providing leadership and vision for the IT department include strategic planning of information systems.
- Introducing service management concepts and processing the management of infrastructure systems and processes, including formalizing Incident, Problem, Change and Release Management.
- Preparing plans for development and installation of Data Center according to present and future requirements.
- Monitoring all functional resources required for growth along with monitoring datacenter infrastructure.

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HCL TECHNOLOGIES

Steady State Project: Walt Disney

Role: DR Manager for Disney Project –Orlando, Florida

- Developed and updated Information Technology Contingency Plans providing overall management in DR program capabilities
- regarding applications, infrastructure recovery, information security, crisis management, and disaster recovery compliance/audit
- initiatives.
- Developed policies and procedures for disaster recovery initiatives. Facilitated testing of procedures, wrote after action reports,
- and updated plans based on corrective action findings.
- Updated Disaster Recovery Procedure Annex Plans. Implemented policy guidance for Emergency Notification.
- Steady State Project: Walt Disney
- Role: DR Lead - Disney Project –Chennai, India
- Coordinated and facilitated Disaster Recovery testing for business units/critical systems. Provided guidance and wrote policy in
- support of standardization for System Recovery.
- Conducted business impact analysis, risk assessments of critical systems and business functions
- Designed, developed, and documented Business Continuity and Disaster Recovery Plans
- Coordinated DR/BCP exercises
- Developed adhoc presentations for senior management
- Maintained and monitored a DR/BCP risk action plan. Planned IT services recovery and resumption and established procedures
- for conducting post-resumption reviews. Facilitated the documentation of disaster recovery and service contingency plans.
- Ensured that all IT systems were complying and contained comprehensive plans for the recovery of assets and services.
- Handled Resource hiring for GRC Practice

Client: Estee Lauder (Oct 2015 – Dec 2015)

- Conduct BIA assessment, work with team to define critical time sensitive systems and business functions
- Preparing DR Exercise plan for all DR application
- Provide onsite support (A short business trip to Newyork – Estee Lauder & Carlstadt, NJ – Sungard) during Oct-2015 Mainframe
- DR tests
- Coordinate DR/BCP exercises
- Facilitate training with critical support staff and management
- Head the APAC Region DR operations

WIPRO TECHNOLOGIES

Client: Pitney Bowes Inc

- Lead FY 2012 - Enterprise DR Activity for mission critical application
- Design and administer programs which include policies, standards, guidelines, training programs and a viable quality assurance
- process for disaster recovery.
- Responsible for ensuring the Business Interruption/Resumption plan adequately addresses the organization's requirements and
- within established time frames.
- Monitor changes to the systems in production to ensure system integrity at the disaster recovery site.