

Vann (Jey) Jeyaraman

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AUCKLAND

Key Skills

Customer & Stakeholder Engagement

- Experienced IT professional with project management and training experience. Able to quickly build rapport with customers and clients. Have experience with managing project implementation, ensuring customers and stakeholders are engaged and informed throughout the project lifecycle.

Project Coordination

- Experienced project coordinator and certified Agile Scrum Master. Project experience includes the delivery of fibre optic services to business clients and generalist IT projects.

Training & Development

- An experienced technical trainer, I have supported teams to come up to speed with skills required for the national fibre optics infrastructure rollout (training 25 new employees each week), as well as training clients and staff in new IT systems (both in NZ and in India)

Business Acumen

- Demonstrated business acumen, and with the ability to build and manage new relationships with customers. Experienced with assisting customers with identifying and implementing suitable IT solutions, as well as maintaining transparent communication throughout engagements to ensure customer trust and understanding of deliverable timeframes.

Summary of Employment

Telco Infrastructure Architect \ Owner	Scorpio Fibre Optics Limited	2017 - current
Training Officer	Electrotechnology Limited	Apr 2016 – Sept 2016
Telco Network Infrastructure Developer	Multimedia Communication Ltd	Jan 2014 – Apr 2016
Project Coordinator	Towai Consulting Limited	Oct 2012 – Dec 2013
IT Network Support	James Cook High School	Jun 2012 – Sept 2012
Senior IT Consultant	Sutherland Global Servcies	Apr 2005 – Dec 2011
Technical Training Instructor	Group of Engineering Studies	Apr 1999 – Jun 2005

Relevant Employment History

Telco Infrastructure Architect

Scorpio Fibre Optics Limited (Self-Employed)

2017 to current

- Day to day management of business operations
- IT updates, additions, and deployment of fibre optic services (voice/data) to meet client requirements
- Orientation, training, and management of staff to deliver services
- Liaised with stakeholders and customers to implement solutions and resolve issues

Training Officer

Electrotechnology Limited (Etec)

Apr 2016 – Sept 2016

- Facilitated training for new employees (25 per week) for fibre optics infrastructure project rollout. Etec is a training partner for Chorus NZ
- Determined training needs and developed related classes
- Created and ordered materials to enhance training outcomes
- Evaluated employee training performance and progress to determine additional training needs.
- Organised achievement of qualifications for employees on successful completion of training

Telco Network Infrastructure Developer

Multimedia Communication Ltd

Jan 2014 – Apr 2016

- Documented as-builts for network architectures according to established processes and suggestions for workflow improvement
- Configured network equipment for installations, performed lifecycle refreshes and performed post-installation testing for turnkey services.
- Reviewed system logs to determine usage levels, bandwidth, performance, and system security to target inefficiencies and implement appropriate solutions.

Project Coordinator

Towai Consulting Limited

Oct 2012 – Dec 2013

- Developed project plans and completed project reporting
- Assigned tasks to project team, and monitored the achievement of milestones and deliverables
- Ensured resourcing for project teams, and address road blocks

Education and Training

Formal

Masters in IT Project Management

Auckland University of Technology

Current

- Thesis focus: 5G Mobile technology and IT Systems Security
 - Expected completion July 2022
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Education and Training Continued

Graduate Diploma in Information Technology (Level 7)

Auckland Institute of Studies

2013

- Areas of focus: IT Security, Cloud Computing, and Project Management
- Achieved academic excellence

Bachelor of Electronics and Telecommunications Engineering

College of Engineering, Anna University (India)

2005

Accreditations

- Certified Agile Scrum Master

Achievements

Publications

Jeyaraman, A. Jey (2022) Some IT Threats and Security Theories: Learn the fundamentals of IT security threats through graduate studies in New Zealand. *Amazon*

Jeyaraman, A. Jey (2021) How 5G Technology is leading to Infrastructural Transformation & Mobility: Case Study. *Amazon*

Other Achievements

- Project Participant in IT 4G Upgrade for Smart Meters
- Outside Plant / Inside Plant Infrastructure Design Architect and Trainer for Optics Fibre
- Management of MDU Construction Projects

References

Available on request