

Mukesh Madanan

☎: +968 93681309

✉: mukesh@du.edu.om

CAAS, Dhofar University, Oman



OBJECTIVE:

A committed senior lecturer with over 10 years of experience at leading academic institutions teaching students from various social and cultural backgrounds, possessing excellent administrative, verbal communication and written skills along with constructive and effective teaching methods that promote a stimulating learning environment. Able to work in a managerial role or as part of team and having the proven ability to successfully work to tight schedules and deadlines.

PROFESSIONAL SUMMARY:

- 10+ years of Experience in IT industry and education with varied profiles of Assistant Professor, Lecturer, IT Manager, Project Manager, IT Analyst & Test Engineer.
- Educator with an excellent record of accomplishments of academics and research.
- Experience in handling projects end to end and providing the deliverables on time.
- Experience in Project management methodologies, planning, scheduling methods, and tools such as MS Project, OpenProj and Primavera P6
- A PMP and ITIL framework practitioner in IT operations coupled with good analytical and interpersonal skills
- Strong documentation and reporting techniques with highly organized and strong communication skills.
- Experienced in managing and leading team of 45 members, with exceptional follow-up capabilities for completion of task within the agreed time frame.
- Excellent communication skills and enthusiastic with the drive and determination to do whatever it takes to get the job done.
- A good Team Player, with leadership traits, mentoring and directing team towards success.
- Globally acknowledged certifications such as CCNA, CCNSP, e-QSS and CSSR

EDUCATION:

PhD. in Information and Communication Technology Universiti Tenaga Nasional, Malaysia	Dec 2018-Pursuing
Master of Science in Software Engineering University of Portsmouth, United Kingdom	Oct 2006-July 2008
Bachelor of Technology (B.Tech) in Computer Science M.B.C. College of Engineering & Technology, Kerala, India	Oct 2001-June 2005
Higher Secondary Examination (HSE) N.I. Model School, Dubai, UAE	April 1999-April 2000
Secondary School Leaving Certificate (SSLC) N.I. Model School, Dubai, UAE	April 1997-April 1998

CERTIFICATIONS and TRAINING:

- Certified **CCNA** professional(2012)
- Certified **e-QSS** Professional, Neumann & Neumann, Munich, Germany (2011)
- Certified **CCNSP** Professional from Cyberroam, Dubai, UAE (2012)
- Certified Sonicwall Sales Representative (**CSSR**)(2012)
- Completed Training on **PMP** at SimpliLearn, Hyderabad, India(2011)
- Completed Training on **ITIL** foundation Certification, Hyderabad, India(2011)
- Completed **Software Testing** course at STC Third Eye, Chennai, India(2005)
- Currently Pursuing **PRINCE2** Certification and VSphere **VMWare** Certification

TECHNICAL EXPERTISE:

Operating Systems	Windows Server 2016/2012R2/2012/2008 R2/2008/2003, SQL Server 2008/2008R2, Windows XP/Vista/7/8/10
Programming Languages	C,C++,C#.Net,ASP.Net,Java,HTML,XML,UML,JavaScript,PHP,Ruby,Python,Prolog
Project Management Methodologies	PMBOK,Spiral,MSF,Waterfall,Prototype & Incremental modelsAgile,Tenstep,Method123
Project Management Software	MS Project, Primavera, OpenProj
Formal Specification Languages	Z,B
Database	Oracle,MS SQL Server,MS Access,MySQL
Development and Design Tools	Eclipse, Ruby on Rails ,MS Visio, Argo UML, Dreamweaver, Xampp, Expression Web, Visual Studio, Visual Studio Code, Pycharm, Android Studio, Google Firebase
Concepts	PMP,ITIL,OOA,OOD(Design Patterns, Refactoring) Networking- OSI,LAN,WAN,MAN,TCP/IP,IP Addressing with Subnetting & Supernetting, DHCP, DNS, VLSM, Routing Protocols,IPv4,IPv6,NAT,Active Directory
Network Design tools	Optnet, Cisco Packet Tracer,GNS3
Software Automation Tools	WinRunner,Quick Test Pro, Silk Test, Rational Robot, Load Runner, OpenSTA, Test Director
Manual Testing Concepts	Test Life Cycle, Prepare Test Case and Conditions, Test Scenarios, Maintain bug Tracking, Regression Testing, UAT,GUI Testing,Unit/Module/Integration/System Testing
CRM	Microsoft Dynamics, Net Suite, Clarify 9.0

RESEARCH INTERESTS:

- Machine Learning and Deep Learning
- Artificial Intelligence and Software Engineering in Air Traffic Control
- Program tools to support Software Engineering
- Quantitative methods in Software Engineering
- Cloud Computing and Virtualization
- Digitisation techniques and preservation of cultural heritage

RESEARCH PAPERS:

- M. Madanan, N. Hussain. A.A.Khaliq(2018). A Study of Digitization Process to Preserve the Culture and Heritage of a Civilization using Natural Language Processing and its Impact on the social ,economic and scientific aspects. *JATIT*,Vol96.No16,p- 5550-5568.
- M.Madanan,N.Hussain,N.C.Velayudhan,B.T.Sayed(2019)Embedding Machine Learning in Air Traffic control Systems to Generate Effective Route Plans for Aircrafts in Order to Avoid Collisions.*JATIT*,Vol97.No2,p-605-616

CONFERENCE PAPERS:

- B.T.Sayed, B.Dhanasekaran, R.Malathi,M. Madanan(2018). Prominence of an E-Governance & Digitization Center in Rural Areas. *National Symposium on Bridging Education and Industry for Next Generation (BEING18)*, p.18.

PROFESSIONAL EXPERIENCE:

Dhofar University, College of Arts and Applied Science, Oman **Lecturer in Computer Science**

Feb 2013-Present

Undertake research, teaching, administration and other activities supporting the work of Department of Computer Science while developing and enhancing its reputation, both internal and external to the University.

Responsibilities:

- To give lectures, seminars, tutorials and other classes as appropriate in support of the required teaching obligations and to supervise laboratory work by undergraduate students, as appropriate.
- To co-operate with colleagues in the continuous review and development of the curriculum and in the design and launch of new degrees or other academic awards where appropriate.
- To design and be responsible for the contents of specific areas of teaching and learning within the undergraduate programmes.
- To maintain a broad knowledge of up-to-date research and scholarship in relevant fields to ensure that teaching meets the standards expected within a research-led University.
- To supervise undergraduate project work.
- To support students during any exchange programmes as required.
- To ensure that student feedback on teaching is sought through questionnaires and other sources and to respond constructively to such feedback.
- To undertake academic duties (e.g., setting examination questions, marking, invigilation and pastoral support of students) required to sustain the delivery of high quality teaching.
- Co-ordinate multi-section courses and ensure consistency is maintained as per by laws of the university
- To support and comply with the University and Departmental teaching quality assurance standards and procedures including the provision of such information as required by the Department or the University.

Committee:

- Bachelor/Diploma in Computer Science Program Review Committee
- College Risk Identification and Management Team
- University and Department Quality Assurance Team
- Program Development Committee
- College Examination committee
- Website Development committee
- Faculty Induction Committee
- Accreditation Panel Committee

Courses Taught: Software Engineering, Analysis & Design of Information Systems, Internet Programming and Web design, Database Systems, Artificial Intelligence, Computer Graphics, Operating systems, Computer Networks, Problem Solving and Programming, Computer Programming

SNM INSTITUTE OF MANAGEMENT & TECHNOLOGY, India **ASSISTANT PROFESSOR**

May 2011-Sept 2012

Teach and guide the students of B.Tech of the Institute to achieve a better understanding of the engineering principles and concepts.

Responsibilities:

- Taught undergraduate level students in areas allocated by the Head of Department and reviewed from time to time by the Head of Department.
- Carried out research and produced publications, or other research outputs, in line with personal objectives agreed in the Staff review process.
- Obtained research funding support.
- Engaged with the broader scholarly and professional communities.
- Supervised or assisted with supervision of undergraduate, taught graduate (Masters) or research graduate students.

- Contributed to the development, planning and implementation of a high quality curriculum.
- Assisted in the development of learning materials, preparing schemes of work and maintaining records to monitor student progress, achievement and attendance.
- Participated in departmental and faculty seminars aimed at sharing research outcomes and building interdisciplinary collaboration within and outside the department.
- Participated in the development, administration and marking of exams and other assessments.
- Provided pastoral care and support to students.
- Participated in the administration of the department's programmes of study and other activities as requested.
- Contributed to departmental, faculty, or university-wide working groups or committees as requested.
- Maintained own continuing professional development.
- To actively follow and promote University and college policies, including Equal Opportunities.
- Maintained an awareness and observation of the ethics in engineering.

Subjects Taught: Object Oriented Modeling and Design, Programming concepts in C, Network Computing, Advanced Networking Trends, and Software Engineering

JOLMES INTERNATIONAL TRADING LLC, Dubai, UAE
IT MANAGER

Sept 2010-May 2011

Managed and lead a team of technical and marketing professionals in a fast-changing field. Achieved success on multiple diverse projects by exceeding the demands to learn quickly, be versatile, and take on varied roles and responsibilities with enthusiasm and interest.

Responsibilities:

- Managed and supported the organization on all aspects of IT and systems management with the objective of maximizing profitability
- Provided initial analysis of the organizational structure and business processes, identified strengths and weaknesses with a view to optimizing productivity and profitability
- Designed, Developed and implemented IT strategies and policies and followed SDLC
- Managed software development and service support of a customized software solutions for the clients based on the requirements.
- Consulted, performed system analysis and determined system architecture for clients
- Streamlined requirement specifications and communicated specifications to the technical team
- Proactively tracked and provided progress reports and escalate issues to senior Management
- Established strong partnerships within organization to drive business process improvements and technology engagements.
- Provided recommendations for process improvement and process re-engineering.
- Responsible for providing risk management including mitigation strategies and managing the risk registry.
- Collaborated with release manager and development team to ensure clean Migration to production.
- Hired and built a quality onshore-offshore development and service support team.
- Exclusively involved in training new recruits and mending them to the organization

INSEQUENSYS, London, United Kingdom
PROJECT MANAGER

August 2009-July 2010

Strategic and tactical leadership to global development and service team. Created and executed offshore development center communications plan. Conducted joint application design sessions (JAD); documented requirements using use cases, swim lane diagrams, sequence diagrams. Reviewed architecture and system designs, technical & reference manuals. Managed system testing to ensure applications adhered to project standards, performance criteria and functional specifications. Collaborated with release manager and development team to ensure clean migration to production. Conducted UAT and training sessions. Researched and evaluated new technologies.

Responsibilities:

- Prepared and Streamlined software requirement specification for the clients.
- Supervised system design, development and testing to ensure that the applications adhered to project standards, performance criteria and functional specifications.

- Partnered with business groups to review processes, measure performance and make improvements to increase value through cycle time improvements and operating cost reduction.
- Assisted in opening an offshore office. Researched new location, organized infrastructure requirements, initial hiring, operations, and productivity challenges
- Managed, mentored and developed teams comprising of business analysts and developers
- Accountable for all services outsourced and single point of contact for client/onsite SDM for fulfillment of deliverables.
- Ensured that client expectations are met by delivering services consistently within SLA. Review and approve weekly/monthly SLM's reports.
- Lead the Daily Service Review meetings and plan, prioritize and manage day to day operations efficiently.
- Participated in the Change Advisory Board meetings and Change control process and review the impacts of each change.
- Managed Service Restoration Teams and delivered Root Cause Analysis/ ensuring RCA Action Items are delivered on time.
- Developed and implemented continuous improvement program to increase client satisfaction.
- Attended client service review meetings to assess account performance and improve quality delivery of services and enhance rating (APAR).
- Assured timeliness and accuracy in client billing.
- Business Continuity Plan SPOC for operations and successfully completed the simulation test.

UNIVERSITY of PORTSMOUTH, United Kingdom

April 2008-July 2009

LECTURER

Employed as a Lecturer at the School of Computing at the University of Portsmouth. Worked along with a number of faculties of the department to keep the decorum of the undergraduate and postgraduate courses.

Responsibilities:

- Managed the Curriculum lifecycle for undergraduates and postgraduates
- Coordinated Course Leaders & Unit Coordinators for graduates
- Liaised with assessment team of the University.
- Liaised with External Examiners
- Executive member of the Exam Boards and Non-conformance panels
- Course & Unit maintenance, URB, Quality reviews
- Liaised with professional bodies, accreditation
- Liaised with library representatives

Modules Taught: Object Oriented Processes & Techniques, Software Engineering Processes & Project Management, Formal methods

INSEQUENSYS, London, United Kingdom

Feb 2007-March 2008

IT ANALYST

Responsibilities:

- Understand and analyze current state processes to ensure that the context and implications of change are understood by the clients and the project development team
- Analyzed and identified the software specification requirements and determined the requirements validity
- Created the requirements management plan and decimate plan to the team
- Communicated with the clients to rationalize and prioritize the software requirements
- Identified and documented the business, technical, product and process requirements.
- Studied the existing system and enhanced the development of the new software with future enhancement options and assist in maintaining database.
- Worked along with the development team to define the acceptance criteria to determine the completion of the solution and Develop and implement cost effective solutions.

Responsibilities:

- Performed Manual and Automation testing, GUI testing, Black Box and Performance testing. Wrote, reviewed and maintained a flexible and reusable test automation files for tests recorded in **WinRunner, Quick Test Professional** and **Load Runner**
- Created and executed system test scripts, prepared test data using automated processes and handled test plan and test case writing
- Performed Positive and Negative Testing, Regression testing, System testing, usability testing and web testing and calculated the metrics for testing
- Analyzed system requirements, prepared functionality test plan, test condition, test cases, test scripts and test results and other testing related documents and reviewed the documents.
- Validated test result using SQL database querying and log files.
- Developed good knowledge about SDLC and Testing principles along with manual and automation testing strategies
- Performed Data driven tests, Regression testing and batch testing and synchronized test accordingly and carried out Load ,Performance, Stress and volume testing using LoadRunner and Rational Robot
- Maintained bug tracking throughout and prepared Test Log, Traceability Matrices, Test Summary report and test execution and Defect Tracking in Test Director

PERSONAL DETAILS:

Date of Birth : 19th Aug 1981
Passport Number : S5871656
Nationality : Indian
Permanent Address : Vazhoo House,P.O.Mathilakam,Thrissur,Kerala-680685,India
Languages Known : English, Malayalam, Hindi
Driving License : Holds valid Oman,UAE and India License

REFERENCE:

Available upon request

DECLARATION

I hereby declare that the details furnished above are true to the best of my knowledge.

Mukesh Madanan