Rahul Tayade
Global Production Support Lead, - Infosys Ltd (Technology Lead) - HSBC

Pune, Maharashtra - Email me on Indeed: indeed.com/r/Rahul-Tayade/ce40c3731cb69763

• Total 12+ years of IT experience in the analysis, design, development, Testing support,
implementation, CAT support and management of full life cycle applications, project coordination,
managing development and support projects.
• More than 7 years of experience on Project Leading support and maintenance project including
enhancements of the application.
• Over 4 years of Project Management experience on support/maintenance projects.
• Managed multiple applications with team more than 16 members.
• Involved in PM activities like dealing with customer, identifying new business, get new business,
accordingly raising quotes, and get PO approved from customer, track the work and bill customer
based on Resource Utilization, Workforce management, manage project costing by providing
cost-effective solutions etc.
• Involve in SIX Sigma and Lean initiative to remove the unwanted NVA (non-value add) improve
on costing and performance side
• Was deputed to client side UK-IPSWICH to deal with client and handle issues, achieve the client
confidence by creating road map for improvement and improving performance and during that
time customer satisfaction rating was increased to 4.9 from 4.4 out of 5.
• Handled responsibilities as the single point of contact for various projects, transitioning and
offshore coordinator.
• As a ASG Project lead involved in ASG activities like resource management, work allocation,
shift management, handling escalations, SLA performance and dashboard reporting, ITES Metric
reports, Highlight reports, coordinating and performing deployments, QMG audits, PMR activities
etc.
• Practiced ITIL V3 processes during my tenure on application support projects which includes
Service Transition, Service Operations (Incident management, Change Management, Problem
Management) and Continual Service Improvements
• Handled effort estimation using Function Point (IFPUG Guidelines), cost estimation and planning
various projects.
• Prepared performance improvement plan on activities related to application performance.
• Managed and Delivered VDC Migrations, Database Migration projects.
• Capacity planning, work load and work force planning.
• Interact with the business analysts & application leads to come up with technical designs
based on the functional designs.
• Worked extensively on Oracle PL/SQL, UNIX, Scripting and have good interpersonal skills.

- Involved in Service transition and successfully completed all quality gates
- Documented and Managed DR activities successfully
- Involved in BCP planning and execution.
- Team mentoring and help team when needed
- Involved in escalations and resolve the issue smoothly by involving business stakeholders and team effectively.

WORK EXPERIENCE

Global Production Support Lead, - Infosys Ltd (Technology Lead)

https://www.indeed.com/r/Rahul-Tayade/ce40c3731cb69763?isid=rex-download&ikw=download-top&co=IN

HSBC - Pune, Maharashtra -

June 2016 to Present

Currently working in Global Standards IT under the CDD (Customer Due Diligence) program which
is responsible for tackling financial crime by implementing new tools to better understand their
customers.

I lead a global 24*7 production support team for a number of Tier 1 KYC (Know Your Client)
FCR (Financial Crime Risk) applications and provide hands on application support to a user base
across 35 countries in 42 markets, for HSBC and its subsidiaries First Direct and Marks &
Spencer Bank.

Tasks:
- Mentoring team on Technical as well as Process front
- Implementing new processes
- Implementing a global 24*7 Support Model
- Supporting the rollout of new customer onboarding tool across 35 countries
- Supporting weekly release cycles

Responsibilities:
- Offshore Leadership/People Management
- Service Delivery Management
- Stakeholder Management
- Relationship Management
- Service Recovery Management
- Production Support
- Incident Management
- Problem Management
- Change Management
- Release Management & Support during releases
- Involve in Service Improvement Process for Faster and Smooth delivery
- Resolving technical issues relating to application from offshore
- Training & Mentoring new resources for the Projects
- Documentation and manage Knowledge bank for team reference
- Documentation and execution of DR activities

Technology Lead

HSBC - Pune, Maharashtra -

October 2015 to July 2016

Involved in Transition of application
• Preparation of in Knowledge Transfer plan from HSBC to Infosys,
• Managing KT schedules and made sure that it working as per plan
• Managing variance and made sure that portion left should get discussed
as per updated plans.
• Mentoring new team on technical and process front
• Helping team where laps in KT plan or miscommunications
• Preparation and scheduling of Reverse KT plans and smooth execution of
it

• Managing stake holders and business and give them confidence for moving
support to new
team
• Made sure that this plan passed from all quality gates in order to
start work from new team
• Documentation of all these Knowledge and Process

Project Lead

British Telecom UK - Pune, Maharashtra -

August 2010 to July 2015

FPQ system is used for entry and reporting of quality data. It is
national database for all quality
checks. It is used to record field performance quality scores of
resources and based on the entry
of it evaluate the quality scores. It is also used for score sheet and
contractor management. Base
on the score sheets auditors performs the transaction audits. FPQ also
provides the transactional
and statistical reports.
V21 is crucial interface between the OSS and the network. It is based on
Metasolv's component
OMS.
OMS: A Centralized Order Management system that allows changing processes
and adding
interfaces automatically

• Off Shore Project Manager for various integration projects for the
client.
• Requirement Understanding for future development and enhancement by
interacting with
Client, E2E Solution Designers and other stake holders.
• Prepared application performance improvement plan such CSIP (Continuous
Service
Improvement Plan), Get-well Plan.
• Providing estimation of effort and timescale for all the project
deliveries
• Managing components deliveries impacted by various Releases
• Perform project planning, scheduling, monitoring, and reporting
activities.

• Interface with the client team to update them on the issues, risks and status of the offshore
delivery.
• Part of Application/Detail Design team to design high level and low level of the integration work.
• Ensure system is delivered within planned cost, timescale and resource budgets.
• Perform Release Management
• Effort Estimation, Cost estimation, Allocate work to the team, track and raise the queries and
resolve issues related to deliveries.
• Design, Development, Testing for various projects.
• Change Requests/Maintenance Release
• Resolving technical issues relating to application from offshore
• Training & Mentoring new resources for the Projects.
• Oracle Database Migration, Application Migration to VDC environment.
• Completed VDC Migration (DaaS, CaaS, MaaS) for various application

Along-side the responsibilities mentioned above I was involved in various initiatives by client for
improvement in team efficiency like Six Sigma and Lean management that saved lots of efforts
and in turns monetary benefits to customer.

We also developed solutions to various issues which reduced incidents count that also reduce
turnaround time for resolution of the issue that engineer faced. For which we have received Blue
Ribbon Award.

Team Lead

British Telecomm UK - UK -

June 2006 to July 2010

EWMP-Tacticals contains Robotic systems formerly with the FastTrack solutions Team within BT.
Robotic systems were developed with the purpose of reducing the manual/ repetitive work done
by the Field engineers. This work is automated by Robots and User interface interacting with
various systems like CSS, Work Manager and other components. It is bunch of 16 applications

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cycle of the application)

For one of the legacy application (FastQ) , we have provided L3 support, application basically
developed Oracle HTTPS based and Tomcat as Service to handle it.
During change in business level we have done development and changes for this application for
which Customer gives me Start Team player award as this was legacy application and before this
change there was no change done for more than 6 years.

System Analyst

GE Countrywide, Lending and Repay Management -

May 2005 to April 2006

Leasing functionality as per the standard defined by financial institution. It includes all the
functionality from Creation of Group, Company, and Creation of Trenches, Disbursing Loan
Agreement No. Capitalizing LAN.
In Repayment Management System will take care of Installment receipt, Write-off cases, Charges
for delinquent cases, Foreclosure of LAN etc

This application was developed from Scratch so involved in every part of application life cycle
from requirement gathering till UAT support before go-live

• Database design, GUI design.
• Development of database objects like procedure packages, and development of GUI.
• Design and developed customized report as per client requirement.
• Component testing.
• End to end test support.
• UAT support and post deployment support.

EDUCATION

Bachelor of Engineering in ELECTRONICS AND TELECOMMUNICATION

Amravati University - Amravati, Maharashtra

1997 to 1999

Diploma in INDUSTRIAL ELECTRONICS

Technical Board of Education Bombay - Mumbai, Maharashtra

1993 to 1996

SKILLS

MENTORING (10+ years), SCHEDULING (9 years), ORACLE (9 years), SOLUTIONS
(9 years),
BENEFITS (4 years)

ADDITIONAL INFORMATION

I.T KNOWLEDGE & SKILLS
Programming Languages: VB script, C, C++, Visual Basic, COM/DCOM
Databases: Oracle, SQL,
Development Tools: Toad, PL/SQL Developer, Crystal Report, Putty,Clarify,
GSD, RTC, JIRA,
Confluence, VSS, PVCS,
Web Servers: IIS, Oracle HTTP Server on Windows, Weblogic 10.3,
WebSphere, Apache Tomcat,
MTS
Batch Scheduling: Control-M, Cron0Jobs, Windows Schedulers
Operating Systems: Windows […] Pro & Server/XP Home &
Professional/2003 Server/
Vista/7 Pro & Enterprise/8/10, MS-DOS, UNIX, Linux
Windows Packages: Microsoft Office: (Word, Excel, Access, Outlook and
PowerPoint), Oracle
DBMS, Internet Explorer, Netscape, Lotus Notes, Adobe Flash, Photoshop,
and CITRIX Metaframe
1.8/XP
Transferable Skills: Excellent business skills, project management,
presentation, interpersonal,
communication and report writing skills, Team Mentoring

OTHER SKILLS
• Sound customer-facing skills: drive demos, status calls, issues &
escalation handling and
provide solutions which benefits the business and customer

• Dynamic Team leader, strong resource management, team building skills
and conflict
management. Strong in result oriented service delivery to the customer
• Excellent cross-vendor communication skills
• Strong Analytical & problem solving ability and proactively drive
opportunities to resolution
without supervision