# **ASHISH DAVID DAYAL**



Results-driven IT professional with nearly 17 years of experience in project management, service delivery, and DevOps practices, seeking to leverage extensive expertise in Agile methodologies and cloud technologies to drive operational excellence and innovation in a dynamic organization. Committed to enhancing team collaboration, optimizing processes, and delivering complex projects that align with strategic business goals. Eager to contribute to an organization that values leadership, continuous improvement, and a proactive approach to technology solutions.

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# CORE COMPETENCIES

**Project Management & Service Delivery** DevOps Practices & Agile Methodologies Operational Excellence

Risk Mgmt. & Stakeholder Engagement

**Business Transformation** 

Vendor Mgmt./ Training & Development

Client Relationship Mgmt / Market **Analysis** 

Supply Chain Mgmt/Talent Development



### SOFT SKILLS



# **EDUCATION**

- 2011: MBA (Finance) | Sikkim Manipal University
- 2008: M.Sc. (IT) | Kuvempu University, Karnataka
- 2007: MA (Political Science) | CCS University, Meerut
- 2005: BA | University of Delhi
- 2004: GNIIT | NIIT Limited



# **CERTIFICATIONS**

#### **Completed varied certifications:**

PgMP® | PMP® | SAFe® Advanced Scrum Master | | Prince 2 | COBIT | Academic | AWS Certified Solutions Architect | SAFe® DevOps | DevOps & Site Reliability Engineering Expert | ITIL V4 Expert® | Agile | Site Reliability Engineering Expert | IELTS | PTE



### **PROFILE SUMMARY**

- Accomplished IT Professional with comprehensive experience in the domains of project management, service delivery, and advanced DevOps methodologies.
- Demonstrated Leadership Acumen in orchestrating cross-functional teams, cultivating an environment of collaboration and accountability to consistently achieve strategic project objectives.
- Proficient in Agile Methodologies, adept at deploying frameworks such as Scrum and Kanban, with a notable history of driving continuous improvement initiatives that enhance operational efficiencies.
- Expertise in DevOps and Site Reliability Engineering, with a focus on automating processes, implementing CI/CD pipelines, and managing infrastructure to optimize software delivery cycles.
- Robust Background in Incident and Change Management, committed to ensuring exceptional service quality and compliance with stringent service level agreements (SLAs).
- Exceptional Stakeholder Engagement Skills, characterized by superior communication abilities that facilitate alignment of project goals with overarching business strategies.
- Adept at Technical Troubleshooting and Project Lifecycle Management, consistently delivering complex projects within established timelines and budgetary constraints.
- Proficient in Risk Management Frameworks, skilled in identifying potential project risks and devising comprehensive mitigation strategies to safeguard project outcomes.
- In-depth Knowledge of Cloud Technologies, possessing practical experience with leading platforms such as AWS, Azure, and Google Cloud, enhancing scalability and efficiency in IT operations.
- Dedicated Continuous Learner and Adaptable Professional, committed to remaining at the forefront of industry trends and emerging technologies to drive innovation and excellence in IT project execution.

## **CAREER TIMELINE**

Sep 2022 - Present | Atos, Pune | Senior Project Manager

May 2019 - Sep 2022 | Conduent Business Services India LLP, Noida | Lead -**Release Management** 

May 2018 - May 2019 | Enormous IT Services Private Limited, Hyderabad | **Technical Release Manager** 

Nov 2014 - Sep 2017 | Net Connect Private Limited, Noida | Delivery Manager - Operations

Jul 2014 - Oct 2014 | Growel Softech, Pune | Release Manager

Jun 2013 - Jun 2014 | Collabera Technologies, Gurugram | Release Manager

Jul 2012 - Jan 2013 | Oxigen Services India Private Limited, Gurugram | Build & Release Manager

May 2011 - Feb 2012 | Path Infotech Limited, Noida | Analyst Programmer

Oct 2007 - Dec 2010 | CitiFinancial Consumer Finance Limited (payroll of CMS Infosystems Pvt. Ltd.), Gurugram | Analyst Programmer



#### Sep 2022 - Present | Atos, Pune | Senior Project Manager

#### **Key Result Areas:**

#### **Project Management**

- Leading and delivering projects on time and within budget by applying agile and Scrum principles, collaborating with DataOps, SecOps, AlOps, XOps and MLOps while implementing Agile frameworks such as Scrum, Kanban, and Lean methodologies to maximize team productivity and product quality.
- Overseeing multiple end-to-end software development projects utilizing Agile methodologies, resulting in timely deliveries and increased customer satisfaction.

#### **DevOps & Site Reliability Engineering**

- Leveraging extensive DevOps knowledge to enable seamless collaboration between development, operations, and QA teams, automating software deployment, and ensuring continuous integration and delivery of high-quality products.
- Applying Site Reliability Engineering (SRE) principles to monitor, respond to incidents, and plan capacity while designing robust, scalable infrastructure for high availability and performance.
- Introducing Site Reliability Engineering practices for incident response & monitoring, which improve system availability & reduce downtime.
- Practicing Chaos Engineering by intentionally introducing failures to test system resilience and stability using tools like Gremlin and Chaos Monkey, ensuring systems can handle unexpected conditions without significant performance impact.

#### **Team Leadership**

 Building and leading high-performing, cross-functional teams, fostering a collaborative environment, resolving conflicts, and motivating members to achieve project goals.

#### **Stakeholder Engagement**

• Engaging with stakeholders through effective communication to understand requirements, manage expectations, conduct status updates, and present project progress.

#### **Continuous Improvement**

- Driving continuous improvement initiatives to optimize processes and enhance software delivery, while managing project budgets, allocating resources, and mitigating risks.
- Collaborating with cross-functional teams to define project scope, prioritize features, and manage product backlogs.



### PREVIOUS EXPERIENCE

- May 2019 Sep 2022 | Conduent Business Services India LLP, Noida | Lead Release Management
- May 2018 May 2019 | Enormous IT Services Private Limited, Hyderabad | Technical Release Manager
- Nov 2014 Sep 2017 | Net Connect Private Limited, Noida | Service Delivery Manager IT Operations
- Jul 2014 Oct 2014 | Growel Softech, Pune | Release Manager
- Jun 2013 Jun 2014 | Collabera Technologies, Gurugram | Release Manager
- Jul 2012 Jan 2013 | Oxigen Services India Private Limited, Gurugram | Build & Release Manager
- May 2011 Feb 2012 | Path Infotech Limited, Noida | Analyst Programmer
- Oct 2007 Dec 2010 | CMS Infosystems Pvt. Ltd., Gurugram | Sr. FMS Engineer (Data Center Administrator)

#### **Key Result Areas:**

#### **Project Management & Release Management**

- Measured and monitored progress to ensure that application releases were delivered on time and within budget while meeting or
  exceeding expectations, identifying risks that could have delayed releases and managing them to ensure that scheduled scope and
  quality remained unaffected.
- Developed software and managed programs/projects while driving release management strategies, resolving issues, and preparing deployment environments.
- Coordinated with the Release Engineer, participated in CAB meetings, planned release windows, produced deployment plans, and developed scripts and automation tools, executing go-live activities and identifying new software development methodologies.

### **Performance Improvement**

• Ramped up incident Service Level Agreement (SLA) adherence from 85% to 99% through daily reviews and improved the organization's audit pass rating from 30% to 100% by implementing various processes, automating reports, and proactively monitoring to align with the IT General Controls Framework.

### **Vendor Management & Project Implementation**

- Partnered with vendors such as TCS, Accenture, and Cognizant to provide seamless support for go-to-market applications while spearheading the implementation of projects like Image Vision and the upgrade of the mypepsico.com portal.
- Developed an application and technology solutions package for Legal Contract Management (LCM), involving multiple vendors and architecting comprehensive solutions, while playing a key role in introducing the ServiceNow Tool (SNT), which replaced Global Service Management (GSM) and increased operational efficiency across Asia, Middle East, and North Africa (AMENA).

#### **Security & Compliance**

• Stimulated the insight and governance of security requirements for cloud/SaaS/IaaS deployments for customers and internal financial services solutions, while performing verification and audits of Configuration Management databases (CMDB).

#### **Continuous Improvement**

- Identified opportunities to enhance the release management process, driving a 3-year roadmap while integrating the release process with other IT methodologies, including ITSM and Agile.
- Participated in Iteration 0 to assist teams with release management onboarding and coordinated with horizontal teams to facilitate their onboarding with release management policies and procedures, ensuring representation in the Change Advisory Board (CAB) and participating in Go/No-Go meetings.

#### Clients Handled [ Managed relationships with a diverse portfolio of organizations such as ]

Citibank	Bank of America	Tech Mahindra	Royal Bank of Scotland	DU Telecom (Dubai)	Oxigen	PepsiCo	PepsiCo	DXC (HPE)
Maruti Suzuki	BMW, Mercedes	Oracle	7 Eleven	Xerox, Conduent	Honeywell	Honeywell	ADT, Amgen	Nestlé, Procter & Gamble (P&G)

# **TECHNICAL SKILLS**

- Operating Systems: Ms-Dos, Windows (98, 2K, XP, NT, 4.0, 7.0), OS/390, z/OS, RHEL 6.0, Solaris
- Programming Language: C++, Java, JavasScript, Visual Basic, PowerShell, Bash, Python, Spring Tool Suite™ (STS), Hibernate, and so on
- Integrated development environment: Eclipse, Rational Team Concert, Visual Studio 2008
- SQL (relational) Databases: IBM DB2, Microsoft SQL Server, Oracle DB 18c, Oracle MYSQL, Teradata, Oracle Application Express or Apex tool and so on
- NoSQL (non-relational) Databases: MongoDB, Cassandra, Scylla, HBase, Dynamo, Redis, Ravendb
- Database Continuous Integration Tools: RedGate tools, Liquibase, NeXtep Open Designer (open source), OpenDBDiff (open source database schema comparison tool) and so on
- Software Configuration Management products: Rational ClearCase, IBM Rational ClearQuest
- Revision Control software: Serena (PVCS), CVS, Azure DevOps, BitKeeper, Perforce, CA Harvest Software Change Manager, Tortoise SVN, XML Canon, GIT, MS VSS, MS Team Foundation Server (Azure DevOps Server ), Mercurial, SVN bridge and so on
- Bug Tracking tools: Bugzilla, JIRA, MantisBT, Mojo Helpdesk, AdventNet, HP Quality Center
- ITSM Tool: HP OpenView service desk 4.5 client, Service Now, Infoman (Citi), HP Service Manager 9.3, SAP Solution Manager 7.1, SAP Charm, Apex Tool, GBUCS portal, ServiceNow, BMC Remedy
- QA Automation tool: Selenium, Watir, SoapUI (SOA/ WebServices) and so on
- Build Tools: Batch, Shell, Power Shell, MS Build, ANT scripts, Apache Maven, Apache ANT, NANT and Build script (makefile) and so on
- Continuous Integration tools: CruiseControl, Hudson, Jenkins, JenkinsX, TeamCity, MS Team Foundation Server, Oracle Enterprise Manager (Linux Deployments), CircleCl, Bamboo, GitLab, Travis Cl, Codeship, GoCD, Wercker, IBM UrbanCode Deploy and so on
- Virtualization: VMware VSphere (Cloud OS)
- Requirement Documents Tools: IBM® Rational® DOORS® and so on
- Project Management Software: HP Project and Portfolio Management PPM, MS Project, Oracle Primavera
- Diagramming software: Microsoft Visio, Miro, Gliffy, Edraw Max, ConceptDraw DIAGRAM, Cacoo
- Business Intelligence (BI): SAP BusinessObjects (BO or BOBJ)
- Content Management Systems: MS SharePoint, Joomla
- Setup creator: InstallShield, MakeMsi, Wise, WiX, AKInstallerMSI and so on
- Job scheduler/ Runbook automation: RunDeck
- Configuration management, System administration, Network management, Continuous delivery, Infrastructure as Code: SCCM, Chef, puppet, Ansible, SaltStack Platform, Terraform, Vagrant, Quattor, Cfengine
- Operating-system-level virtualization: Docker, RKT (App Container Runtime), Podman, and so on
- Cluster management software: Kubernetes, Red Hat OpenShift, Docker swarm, Apache Mesos, AWS Fargate, Cloudify and so on
- XebiaLabs: XL Release (For Tracking); Plutora: Plutora Release (For Tracking)
- Network Monitoring: Nagios Core, Splunk, Prometheus, ELK (Elasticsearch, Logstash, and Kibana), AppDynamics, Librato, Sensu and so on
- Collaboration software: Atlassian Confluence, Slack, Trello, Microsoft Teams, Flock, Kolab, Kontact and so on
- Cloud Computing: Microsoft Azure, Google Cloud Platform, Amazon Web Services (AWS)
- Big Data: Apache Hadoop, Apache Spark, Elastisearch, Drill
- Customer relationship management tool: Salesforce CRM
- Repository Manager: Sonatype nexus repository manager (for managing binary software components and their dependencies)
- Others: WAS, IBM MQ, Blaze, IBM Rational Team Concert Tool Application Lifecycle management (ALM) TIBCO Business Works, Filezilla (FTP client), Putty (Telnet Emulator) or MKS X Server, AbsoluteTelnet, Bitvise SSH Client, ConnectBot, CRAX Commander, Dropbear, eSSH Client, Ish, OpenSSH (OpenBSD Secure Shell), Putty, SecureCRT, SmartFTP, SSH Tectia Client/ConnectSecure, Tera Term, TN3270 Plus, TtyEmulator, WinSCP, wolfSSH, ZOC, Datadog, Grafana, Sumologic

# PERSONAL DETAILS

Language Known: English

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