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| **OBJECTIVE** | | | | |
| Outgoing and detail-oriented, proficient at building and maintaining professional relationships. I believe in ensuring transparency, accountability, performance efforts by being an effective interface that aids business and technology for decision making.  Currently working as a **Sr. Engineering Manager**, where I am responsible for 50 members’ team driving effort towards end to end Product Development, Road Map Delivery from Planning till Post production.  Being a Senior Leadership Team (SLT), my main focus areas are Strategic Planning, Team Management, Relationship Management, Product Development, Risk and Control with Production support.  Having hands-on experience in Agile with Scrum and Kanban, Waterfall, and Iterative in SDLC model.  I am also responsible for the DevOps, and Agile delivery with all required automated Tools and Technologies.  **Notable Accomplishments:**   * Product Expansion across South East Asia region (Worth: $ 25 M) * Product platform migration for South East Asia region around 1500+ clients with record size of 0.5 M * AWS Transition around 20 Applications with 5000 Live databases with record size of 0.5 M * Deployed Centralized MIS using analytics for business reporting * Data Center consolidation 12 locations to a single location * 20% growth in efficiency through Automation Projects   **Employment History:**   * ADP India PVT LTD [2005 to Present] - 14 Years * Vitage Infoservices Pvt Ltd [2003 to 2005] - 2 Years * Quantum International pvt ltd [2002 to 2003] - 1 Year * JVR Infotech Private Limited [1999 to 2002] - 3 Years | | | | |
| **INDUSTRY EXPERIENCE** | | | | |
| **EXPERIENCE - 04 ADP India Pvt Ltd (14 Years) Chennai** | | | | |
| **2015- Jan’ 2019** | **Delivery Head**   * Involved in Global Product Technology Budgeting and in Key Decisions for India and SEA region * Define and manage the roadmap, setting and continuously managing the right expectations with all relevant stakeholders including the senior leadership team * Achieved effective deliveries by forming DevOps, Strong customer focus, results driven and team oriented * Identifies process improvements and communicates them to the PMO Head and Architects programs * Ensured project outputs are consistent, high-quality on time and within budget to all business objectives | | | |
| **2014-2015** | **Sr. Manager**   * Perform analysis that leads to continuous improvement and transformational projects for the business * Partnered with appropriate functional leaders to manage resources for projects * Supported assignments outside of new product development as required and worked with Cross Functional Teams * Responsible for the oversight of the Project Management Office, Change management, Production Support/Maintenance, Database Administration and Release Management * Oversee team's activities to provide impact assessment and subject knowledge, Drive partnerships, joint GTM models with key partners to drive scale in the marketplace | | | |
| **2012-2014** | **Manager**   * Responsible for Product, and IT portfolios which includes Applications, Databases, Release and Infrastructure Management * Responsible for the overall performance, availability and optimization of virtualized environments, servers, networks etc. * Proactively evaluate servers and identifying for reduction, consolidation and virtualization. * Manage Incidents and Problems with regards to Application and DC. * Ensure compliance with patch management policy. | | | |
| **2005-2012** | **Application Support / Team Leader**   * Work with business analysts and product owners to understand the requirements, use cases as part of the development team. * Design and Develop the core logic with required validations using HTML, JQuery, and C#.Net. * Develop the Data access layer with ADO.Net with SQL 2008R2 with a database as backend. | | | |
| **EXPERIENCE - 03 Vitage Infoservices Pvt Ltd Hyderabad** | | | | |
| **2003-2005** | **Sr. Support Engineer**   * Incident Management and Problem Management * Develop basic software tools like system configuration management, test enabling modules * SQL SERVER | | | |
| **EXPERIENCE - 02** | **Quantum International pvt ltd Hyderabad** | | | |
| **2002-2003** | **Sr. Engineer Support**   * Installing, configuring, troubleshooting, and maintaining server equipment, switches, routers, backup devices, RAID devices, and software Maintaining Call desk * Responsible for Installing and managing HP, IBM servers, Laptops, desktops and high end printers for large organization with more than 3000+ employees | | | |
| **EXPERIENCE - 01 JVR Infotech Private Limited Hyderabad** | | | | |
| **1999-2002** | **Sr. Customer Support Engineer**   * IT Support, Network printers, Antivirus cleaning. Maintained zero network downtime. * Assisted end users with problem relating to network, network printing, desktop, software installation, configuration, LAN and WAN. | | | |
| **Skillset** | **Descriptions and Details** | | | |
| **Analyzing and Documenting Skills** | * **SLA Document** has been updated with new client and country base aligned with team size to maximize NPS scores and ensured client retentions. * **DR strategy** documentations and updates made for easy disaster recovery plans for **Business Continuity**. * **Process Asset Library** updates made with required Change Management process of important documents for Testing, CRs and ACL forms. * **Documents Repository** has been maintained for historical project related documents to ensure smooth deliverables for any kind of projects with lessons learnt, checklist items prepared. | | | |
| **Application Development Skills** | * **C#.Net**, ASP.Net with SQL Server 2008R2 and 2014/16. * ADO.Net, Three Tier Architecture, and MVC * WCF, Open **API** and **PWA**, Progressive Web App Development. * HTML, CSS, JavaScript, AJAX, Angular.JS, PHP, REDIS and Mongo DB * Windows and Linux Operating Systems | | | |
| **DevOps Management Skills** | * TFS Build Agent, TFS Administration and Release Management. * **BitBucket, Jenkins, TFS Build**, TFS Source Code Repository. * CI and CD with TFS, Release Management Tool, Microsoft TFS 2015. * Defining Build pipelines for Internal Lower environments * Testing the Staging and Production environments with controls. | | | |
| **Problem Solving and Technical Support Skills** | * Lead Support Team with Different time zones of India and SEA with shift modeling. * Root Cause Analysis, Fish-bone, 5 Why Approach. * Incident Management and Problem Management. * Troubleshooting System and Application issues. | | | |
| **Change Management Skills** | * Change Management Support, Scope Vs Delivery Gap Metrics, JIRA, Rally, and TFS Burn down charts. * Plan, Schedule with Release Calendar and Resource allocation, WBS. * Iterative and Incremental release plans. | | | |
| **Tools Used** | * Visual Studio, TFS, BitBucket, JIRA * SSRS and SharePoint Administration * MS Project, Jenkins and Nagios, JFrog Artifactory, Rally and Ansible Basics * SQL Server 2008 R2, 2012 and 2014 * IIS 7/7.5/8.0, Apache an Tomcat | | | |
| **EDUCATIONAL QUALIFICATION** | | | | |
| **Examination** | | **Year** | **Institute** |
| Diploma | | 1996 | DB Jain College - Electronics and Communication Engineering |
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| **PROJECTS and PRODUCTS Deliverables** | | | | |
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| **Product Development and Expansion** | * Upgraded the HCM, Payroll product to Cloud based version without impacting 1500+ clients. * Release and Deploy Multi country solution catering India, Singapore, Philippines and other south-east countries like Maldives, Indonesia, SriLanka and Bangladesh with agreed Release Calendar. * Involved in releasing native mobile apps for both Android and iOS and also for PWS-Progressive Web App which serving almost 400,000 records with end to end Pay, Leave and Tax. | | | |
| **Key Deliverables** | * HCM India & SEA * AWS Transitions and Product version upgrades & migrations. * Standalone application to Cloud based application upgrade. * Payroll, Leave, T&A, Performance management with Comprehensive reimbursement claims. * Compliance management, statutory rules and end to end Employee Exit management system. | | | |
| **Domain Knowledge** | * India & SEA Payroll, HCM * Indian Stats and Regulatory rules with compliance Management. * Country specific deductions, law of land. | | | |
| **PERSONAL DETAILS** | | | | |
| **Date Of Birth** | **24th Dec, 1975** | | | |
| **Nationality** | **Indian** | | | |
| **Languages Known** | **English** - Full professional proficiency  **Telugu**- Native or bilingual proficiency  **Hindi** – Professional working proficiency  **Tamil** - Professional working proficiency | | | |
| **Permanent Address** | Vanasthalipuram, Hyderabad | | | |
| **Current Address** | West Mambalam, Chennai | | | |
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