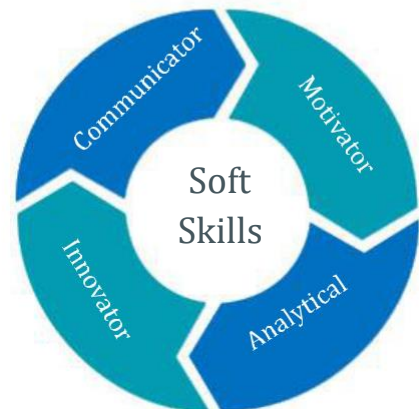


Profile

- A senior professional offering **21+ years** of experience in, **Project/Service Management, Mainframe Applications, Legacy Modernisation and Knowledge Based Engineering** projects.
- Solutions-oriented professional/IT consultant who has managed **Development and Support** Projects, collaborating with project teams, interfacing with clients and third parties, **Core Live System Support** and deploying technology to build successful solutions for top **Card Services, Insurance, Retail Banking, Tele Communications, Retail clients using Agile as well as traditional waterfall methodology.**
- Understand latest technology trends and evolve new service offering by delivering Proof of Concept (PoC) in **Legacy Modernization front**. Trained in new development in IT world e.g. **AZURE Cloud computing, Legacy Dev-ops, Data analytics, CI/CD Pipeline and Containers** (Docker and Kubernetes). Knowledge in managing the configuration of Cloud platform infrastructure such as VMs, Cloud Services and storages.
- Modernize applications for cloud to enhance maintainability, performance, high availability and elasticity. Adopt **DevOps** principles, drive, build and lead competency on delivery of **DevOps** Transformation.
- Led multiple stream projects including recovering failing projects; successfully managed transition of off shoring Solutions.
- Comprehensive experience in creating short term and long term engagement strategy/ Business Analysis and service standard.
- Skill full in concepts of end-to-end **project planning & implementation** including project **scope, scheduling and resource** management, activity sequencing, cost **estimation and risk** analysis to quality management & delivery management in line with set guidelines & norms.
- Skilled in monitoring **project operations** with key focus on defining Service Level Agreements (SLA's), Project Charter, Statement of Work (SOW) as well as interacting with prestigious clients, business partners, industry leaders, vendors & other key stakeholders.
- Supervised high severity Incidents to ensure service availability with minimal delay & impact towards ensuring effective operations of an infrastructure environment. Experienced in **Service Management** group as part of Change and Release Management.
- Exhibited **technical and functional skills** to communicate effectively with key stakeholders & their respective teams, across **Business, Innovation, Consumer Support verticals.**
- Capable of **team management, technology planning & direction, strategy development**, leadership and implementation, business & operational transformation execution, business solution delivery and business development and testing.
- Customer-focused and organized with effective customer-service skills. Ability to manage technical aspects, customer solutions, relationships, solution strategy and Project Team management (**Project Planning, Delivery Management, Status reporting, RAID Management, Assist Financial Control, Configuration Management, Stakeholder Management**).

Key Impact Areas

Service Delivery Management	Business Transitions
Business Analysis/ Client Interfacing	Change Request/ Release Management
Operations Management	Project Management
Agile and Waterfall Methodology	Stakeholder Management
Quality Management	Team Management



Significant Accomplishments

- Established excellent working relationship with clients, team members, architects, engineers & consultants.
- Analysed a Large, fixed price non-performing project from scratch; and brought into a running condition.
- Communicated Business requirements with clients and rebase lined schedule turning imminent failure into business reference project.
- Successful in building a "Trust Dividend" among the team members through good communication, appropriate leadership and building ground rules that provide constructive criticism and praise as well.

Professional Experience

Sopra Steria, Noida

May 2001– Present

Project Manager/Leader

Sep 2016 – Present

Clients: McDonalds Payroll UK, British Telecom UK, CAAGIS France, XPO UK, Capita-AXA UK.
Technology: Mainframe/AS400, SYNON, C, UNIX, PL/SQL and Legacy Modernizations.

- Spearheading complete end-to-end delivery in support of the Implementation from concept to production to include project management, business requirements and analysis, development, testing, quality management, and reporting.
- Interacted with client directly including CIO and senior business relationships, project management.
- Planning, executing, and finalizing services within triple constraints of delivering on time, within budget and scope objectives, including acquiring resources and coordinating efforts of team members in order to deliver projects according to plan.
- Managed Development and Support Projects, collaborating with project teams, interfacing with clients and third parties, Core Live System Support and deploying technology to build successful solutions for top Retail Banking, Tele Communications, Retail clients using traditional waterfall as well as Agile methodology.
- Defined, implemented and managed ITIL Service Management Services.
- Led the delivery & lifecycle of services for business strategy development.
- Managed POCs on various DevOps functions, tools and services. Modernize Legacy applications for AWS / GCP to enhance maintainability, performance, high availability and elasticity. Adopt DevOps principles, drive, build and lead competency on delivery of DevOps Transformation using Google Anthos, Jenkins, Gradle/Maven, AWS Code Pipeline, GitHub/GitLab and InnerSource, Docker, Kubernetes Tools.

Service Leader /Project Leader/Business Analyst

Jun 2004–Aug 2016

Clients: KM Migration India, UK, France, Germany, Barclaycard UK, MBNA New Loan Origination System UK.
Technology: Mainframe.

- Addressing & resolving project issues and risks & formulating risk mitigation plans.
- Reporting and sharing project status to project stakeholders.
- Coaching, mentoring & motivating team members, influencing them to take positive action & accountability for assigned work.
- Delivered all Transition Projects in line with recognized best practice methodology (managing risk, governance, quality assurance, issue resolution, reporting), where the successful implementation of service resource skills and processes are just as critical to project success as technology.
- Manage day-to-day transition project communication both within Steria & all other stake holders and produce relevant reports accurately and in a timely manner at the agreed frequency.

Team Leader

May 2001 – May 2004

Clients: THAMES WATER UK, GCMS-Barclaycard UK, E & EURO Barclays Bank UK.
Technology: Mainframe/AS400.

- Maintained supplier-vendor relation management.
- Acted as a source of information between the Exec, the staff and the volunteers through monthly (or termly) meetings.
- Established relations with the various internal and other external clients to promote new ideas and plans related to project.

HCL Perot System, Noida

Sep 2000 – May 2001

As Associate Software Engineer; Client: Bank of Ireland.

RS Software India Limited, Kolkata

Jun 1997 – Aug 2000

As Software Engineer; Client: VISA USA.

Logistics Consult (India) Limited, Kolkata

Jun 1996 – May 1997

As Developer; Client: Internal Payroll development/testing.

Technical Expertise

Skills (Languages & Technologies):	VS COBOL II, VSAM, JCL, SAS, CA-DISPATCH, REXX/CLIST, COBOL for MVS/ VM V1.2, MS COBOL 85, VB 6.0 and Assembly (80 x86), Easytrieve, MQ Series, Telon, AS400, RPG IV (ILE RPG), C, IBM I series (AS/400) and SYNON (COOL :2E) with RPG/400, CL/400 and ILE Concepts, Cloud (AWS / GCP), DevOps, Containers.
Operating System	Mainframe - IBM S/390 and MVS/ESA, IBM NETFINITY 3000, MVS/ESA, OS/390, OS/2, MS-DOS 7.0, WINDOWS 3.11, WINDOWS 10x/9x/XP/2x families, HP-UX 9.04, UNIX 5.3.2, Novell NetWare 5.0, OS400, OEL6 (Oracle Linux), Ubuntu.
Databases	DB2, Oracle 7/8, IMS DB, PL/SQL, DB2/400, SQL/400, PostgreSQL, MySQL, MS Access, MongoDB, Cassandra, DynamoDB (AWS), ElasticSearch
Miscellaneous skills:	Crystal Reports 8.0, Microsoft Office Project 2003/7, SharePoint 2013 Online, SYNON, AWS, UiPath Developer/Orchestrator, SCM- SVN / Git/ GitHub / GitLab / InnerSource, MS Power BI, Talend.
Applications/Tools:	CICS, Developer 2000, FILEAID, XPEDITOR, ENDEVOR, SUPER-C, VTOC, JES2, DFHMS, VTAM, TCP/IP, FTP, OSA, HMC, SDSF, ISPF, RACF COMPAREX, OPC SCHEDULAR & ABEND-AID, Information Engineering Facility 5.3, DATAAGER, DMX, COMPAREX, SPAR, VPW, NDM, Oracle BI 11g/R1, Oracle Data Integrator 11g, SNOW,

Service Center, ServiceNow, ELLIPS, DocAve6 Migration Tool, Insync, Debugger, Generator & Grab (Captia File Mgmt Tool for Setting up Mainframe Prod-Dev Environment), ROCK, QC, SYNON, Turn Over, Docker, Jmeter, Kubernetes, GKE, AWS EKS, AWS ECS, Jenkins, Gradle, Maven, AWS CodePipeline, Ansible, Terraform, AWS CloudFormation, AWS CloudWatch, SonarQube, JIRA.

Professional Development

Certification	Mainframe/AS400 (IBM Z DevOps Tools)	Digital Enabling Platform TRAINING JOURNEYS – FUNDAMENTALS, Sopra-Steria, 2020 REXX, SYNON, Turn Over, GitLab, Docker, Jmeter, Kubernetes, GKE, AWS EKS, AWS ECS, Jenkins, Gradle, Maven, AWS CodePipeline, Ansible, Terraform, AWS CloudFormation, AWS CloudWatch, SonarQube.
	Scrum	<ul style="list-style-type: none"> Six Sigma Yellow Belt from 6sigmastudy, 2020. Scrum Fundamental Certified from SCRUMSTUDY, 2020. SCRUM Master from SCRUMSTUDY, 2015.
	ETL	Introduction to Talend Studio from Talend Academy, 2020.
	RPA	<ul style="list-style-type: none"> UiPath Implementation Methodology Training, 2019. UiPath Level2 Orchestrator 2018.3 Training, 2019. UiPath RPA Developer Foundation Training, 2019.
	AWS	AWS Certified Solutions Architect – Associate, 2018.
	PRINCE2	PRINCE2 Practitioner from AXELOS, 2014.
	ITIL	ITIL V3 Foundation Certification from APMG, 2013.
	Miscellaneous	<ul style="list-style-type: none"> Core Solution of Microsoft SharePoint Server 2013, 2016. ACPS – DocAve 6 (Product Specialist), 2015.
Education	<ul style="list-style-type: none"> MBA (Operation & Research) from Sikkim Manipal University, 2013. CIC from IGNOU, 1999. DOE 'O' Level from Department of Electronics, 1996. DTP from I.C.E.(I), 1995. DCA from I.C.E.(I), 1995. Microprocessor & PC Maintenance from WEBEL, 1994. B.Sc. from North Bengal University, 1993. 	
Awards	<ul style="list-style-type: none"> Pinnacle award for outstanding performance in McDonald's Payroll. Rewarded with XBA award for outstanding performance in Barclaycard TRACS Development and Support. PAT ON THE BACK award for continual outstanding performance in TRACS LSS. Trained TRACS Live System Support resources for Barclaycard and STERIA. Conducted and delivered EUROIZATION training for STERIA. 	