



**B. NAGENDRA AVINASH**



Senior Software Engineer seeking roles Configuration Management, Incident Management, Requirement Gathering, Transaction Management, Change Management, quality assurance, Service Delivery, release management, Asset management

Current Designation: Senior Software Engineer  
Current Company: Wirpo Technologies  
Current Location: Bengaluru / Bangalore  
Pref. Location: Bengaluru / Bangalore, Hyderabad, Chennai  
Functional Area: IT Software - Application Programming / Maintenance  
Role: Team Lead/Tech Lead  
Industry: IT-Software/Software Services  
Marital Status: Married  
Key Skills: Senior Software Engineer, Team Lead, Configuration Management, Incident Management, Requirement Gathering, Transaction Management, Change Management, quality assurance, Service Delivery, Software Asset Management, Capacity Management, Asset Management  
Verified : Phone Number | Email - id

Last Active: 23-Jan-21

Last Modified: 23-Jan-21

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## Summary

- ? Qualified BITS Pilani M.Sc. professional offering over 7 years of rich and extensive experience
- ? Excellence in developing the process of configuration management and leading the process to a high standard and well documented; Successfully leading a team of 160 people on operations floor
- ? Proficient in managing, maintaining and developing the CM environment for hardware and software product build, staging, testing and integration
- ? Successfully received Customer Award for excellence in the configuration management for three consecutive years (2017-2019)
- ? Skills in contributing a business/process perspective and engaging in asset lifecycle to ensure that deliverables meet business needs
- ? Proven success in enhancing and developing CM process, working methods, and tools. Develops, distributes, and tracks all change packages resulting from approved actions
- ? Efficiently managing configuration of application and platform software across various servers and environments

## Work Experience

### **Wirpo Technologies** as Senior Software Engineer Sep 2013 to Till Date

Growth Path:

Sep'13-Nov'17 Student Computer Applications

Since Dec'17 Senior Software Engineer

Key Result Areas:

- \* Evaluating project requirements and specifications transitioned them.
- \* Coordinating on all stages of systems life cycle right from requirements gathering to production releases.
- \* Discussing project progress with customers, collecting feedback on various stages and directly addressed concerns; managing quality assurance program including on site evaluations, internal audits and customer surveys
- \* Administering site investigating, reporting issues and escalating those were required further assistance; functioning towards training and retraining of employees to boost performance and augmenting business results
- \* Completing and keeping up to date with all Mandatory actions (ITSM, Security Fundamentals, Standards of Business Conduct, Standards of Personal Conduct)
- \* Simplifying workshops and other interventions to encourage Change Management initiatives throughout the organization
- \* Maintaining, auditing and continually improving ITSM change management processes to assure coordinated multi-service provider, change management processes including: creating and processing a Request for Change (RFC), assessing and evaluating change, coordinating change with stakeholders, test change prior to release, authorizing and scheduling change implementation, reviewing and closing change record
- \* Managing activities in a change project including stakeholder engagement in the change effort and confirming adoption of changes; measuring and reporting change progress, evaluating business readiness and supporting change adoption
- \* Planning and supporting labor relations and/or employee relations discussions



### Important

- Using Free CV Search you have access to featured candidate profiles of Naukri. You can browse through the profiles and email the candidates of your choice directly using the email option provided. To prevent misuse of candidate information, contact details and attached resume of the candidates have been withheld.

\* Monitoring effectiveness of the change management process and making recommendation for enhancement

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## Education

UG: **BCA (Computers)** from **CMR Group of Institutions, Bangalore** in **2013**

PG: **MS/M.Sc(Science) (Computers)** from **Birla Institute of Technology and Science (BITS), Pilani** in **2017**

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## IT Skills

Skill Name	Version	Last Used	Experience
ServiceNow	NewYork	2021	7 Year(s) 0 Month(s)
EXCEL		2021	7 Year(s) 0 Month(s)

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## Languages Known

Language	Proficiency	Read	Write	Speak
english		✓	✓	✓
hindi				✓
telugu		✓		✓
kannada		✓	✓	✓
Tamil				✓

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## Affirmative Action

Category: **General**

Physically Challenged: **No**

## Work Authorization

Job Type: **Permanent**

Employment Status: **Full time**

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