

# Raman Kumar Dubey

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A technology evangelist with keen IT business acumen possessing a Bachelor's degree in Computer Engineering and currently pursuing EMBA from BI-Norwegian Business School. A senior IT professional with 10+ years of proven experience in IT Service Delivery, Digital Transition & Transformation management & Account/Engagement management for multi-site Global organizations. Managed large teams involved in Windows Platform services, Application Maintenance & Development, Cloud Migrations, Middleware technologies (with advanced expertise in BizTalk) & DevOps. Also played the role of PreSales Architect assisting the sales team to present technical solutions which helped in Business Development and winning large deals. Currently heading the Application Operation team from HCL which is managing the IT domains Integration for a leading Swedish Bank.

## PROFESSIONAL SYNOPSIS

**IT Service Delivery and Application Operations management:** - Designed and implemented SLA based Onshore-Offshore Service Delivery models for large engagements. Managed delivery for large Application Operations teams.

**Project & Program Management:** - Managed several Projects/Programs in IT Infrastructure & Application Operations Transitions, Support, Delivery & Service management.

**Transition & Transformation management:** - Played the role of transition manager in various Application Operations & Maintenance Projects involving mergers, takeovers & Cloud setup for large corporate deals.

**Business Development:** – Contributed towards achieving business growth and winning new deals. Played an active role in Due Diligence & preparing RFP's for new deals. Worked closely with the BDM's/Sales team assisting them in presales & scavenging.

**Account/Engagement Management:** - Acted as single point of contact for critical Global accounts & drove CSAT. Also played the role of escalation manager/Customer relationship manager for large deals working closely with Client Partners.

**Middleware (BizTalk):** - Advance expertise in managing and handling the development of end to end BizTalk applications consist of Schemas, Maps, Orchestration and custom pipelines.

**DevOps:** - Experience of implementing managed services in a DevOps environment using KANBAN, SCRUM & other Agile methodologies. Defined & drove process models like WATERFALL to align Operations objectives with SDLC goals.

**Cloud migrations:** - Experience of working in Projects from designing to migrating operating infrastructure & application cloud solutions with a focus on computing, security & DevOps. (Microsoft Certified Azure Solution Architect- AZ300)

## PROFESSIONAL EXPERIENCE

Companies Name	Job Roles	Dates	Location
HCL Technologies	Service Delivery Manager –Integration Platform (Länsförsäkringar)	June 2019 till now	Oslo (Norway)
	Technical Manager –Banking Services (DNB)	Sep 2014 to October, 2019	Oslo and Noida
DXC Technologies (previously CSC),	Middleware Lead	Sep 2013 to Sep, 2014	Noida (India)
Allscripts	Implementation Consultant	April 2012 to Sep. 2013	Pune (India)
Dell Services	Technical Analysis Senior Associate	Mar, 2010 to April, 2012	Noida (India)

## **CRITICAL PROJECT SYNOPSIS**

<b>Project Title/Organisation</b>	<b>Project Role/Description</b>	<b>Duration</b>
On Prem to Cloud Migration	Played a role of Technical Manager and handling the migration of On prem applications to Cloud (Azure).	July 2019- till now
DevOps Implementation (CI/CD)	Played a Role of Consultant and implementer of DevOps in Banking Solution Department in DNB from HCL side.	March 2018 to Jan 2019
BizTalk Upgrade	Played a Consultant and SME in BizTalk upgrade. Architecture the whole setup and implemented it.	April 2017 to Oct- 17

## **PROFESSIONAL SUMMARY**

### **HCL Technologies Norway AS, Oslo, Norway**

**Client: Länsförsäkringar**

**Key Responsibilities a Service Delivery Manager –Integration Platform: - June 2019 till Date**

- Building a team to handle IT operation for Länsförsäkringar and managing critical issues.
- Accountable for the successful implementation of customer IT Infrastructure project(s) which was measured against the following success factors: Quality, Schedule, Budget and Customer's Satisfaction.
- Currently implementing the infrastructure upgrade project for the Integration Department.
- Responsible for functional and technical specification documentation.
- Contributing to the bank's overall Cloud migration & DevOps implementation strategy.
- Working with Process/Account Management to set up feasible delivery OLA's & streamline processes.
- One point responsible for handling and managing the Integration Department, its access management, Problem Management and identifying the root cause analysis for the customer.

### **Client: DNB, Oslo, Norway**

**Key Responsibilities as Technical Manager –Banking Services: - Sept 2014 till Oct 2019 (Oslo)**

- Played the role of Banking Service Manager from HCL for the largest bank in Nordics (DNB).
- Managed Infrastructure & Applications Operations for the Bank on behalf of AO (Application Operations)/BO (Business Operations) partners HCL.
- Worked with team to understand the pattern of the questions being asked at customer care related to Banking services and trained the chatbots accordingly.
- Managed a team of Application Operation with competencies in .NET & Middleware. Excellent understanding of SQL and BizTalk.
- Working closely with Account/Demand Management team & facilitating new demand / new lead generation & execution.
- Facilitated Service Integration function for the Bank by managing services & driving initiatives across vendors.
- Drove Continuous Service Improvement & Process enhancements for the Bank.
- Managed critical incidents related to Banking Services & facilitating the Problem/Change process.
- Managed quarterly releases for the Banking Platform across SIT, UAT & Production deployments.

### **DXC Technologies (previously CSC), Noida, India**

**Key Responsibilities as Middleware Lead for Metlife, Sep, 2013 – Sep, 2014**

- Responsible for managing the team for .Net and BizTalk 2010 applications.
- Trained a staff of 5, improving methods of individual and organizational performance.

- Created several Technical, functional and design documents and was leading the team for .Net and BizTalk 2010 applications.
- Leading a team involved in ITIL Service management activities- Incident, Problem, Change, Configuration & Knowledge management.

#### **Allscripts India Pvt Ltd. Pune, India**

##### **Key Responsibilities as Implementation Consultant, April 2012 to Sep. 2013**

- Responsible for understanding the requirement from the client and implementing the same in the application.
- Responsible for End to End integration and maintenance of the healthcare applications.

#### **Dell Services, Noida, India**

##### **Key Responsibilities as Technical Analysis Senior Associate, March 2010 to April. 2012**

- Responsible for application designing/creation by following Software Development Life Cycle (SDLC).
- Responsible for coding and delivering the solutions.

### **CONSULTANCY PROJECT**

**Project Name:** Creating Business Model to leverage M&A

**Project Description:** Apart from working for Länsförsäkringar I am also providing my consultancy to Experis- Manpower Group in creating a Business Model to leverage their strength gained through Merger and Acquisition across Europe.

### **EDUCATION**

Courses	Universities	Completed On
Executive MBA (Digital)	BI Norwegian Business School, Oslo, Norway	Anticipated (Sep, 2020)
Innovation and Entrepreneurship Program	Haas Business School, University of California, Berkeley	February, 2020
Design Thinking for Digital Development	Hasso Platter Institute, Potsdam, Germany	November, 2019
Bachelor of Technology Computer Science & Engineering	Uttar Pradesh Technical University, Lucknow, India	August, 2009

### **TECHNICAL SKILLS**

Primary Technologies	Years	Secondary Technologies	Years
Middleware Technologies (BizTalk, MQ)	10	Database (SQL)	7
Programming Language (.Net)	7	EUC (Citrix, SCCM)	5
IT DevOps and Agile Technologies	4	Jira, Kanban, Confluence	7
IT Infrastructure	7	DevOps Automation Tools (Jenkins, UrbanCode)	3
Cloud Service (MS Azure)	4	Networking, Load Balancer	5

### **PROFESSIONAL RECOGNITION**

- Received Outstanding Performance award and part of Elite Achiever's League in HCL.
- Received "Above and Beyond" award in DNB for thinking out of box.
- Received CLEAR (Client, Leadership, Extraordinary, Aspire, Result) award for Leadership and Extraordinary work.

- Presented my own start up idea at Haas Business School, UC Berkeley and stood 5<sup>th</sup> among 35+ ideas.

### **LANGUAGES**

- English – Full proficiency in writing and speaking
- Hindi – Native Language
- Norwegian – Learning (A2)

### **EXTRA CURRICULAR ACTIVITIES**

- Travel, food & music.
- Playing cricket in the Norwegian cricket league.
- Also play other sports like Soccer & Badminton.
- Website designing and creation.