Raman Kumar Dubey

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OBJECTIVE

Senior IT Technical Lead with almost 10 years of proven experience in IT Operations, Service Delivery, Transition & Transformation management & Customer relationship management for multi-site Global organizations. Also possess significant experience (6+ years) & exposure in the FinTech domain. Currently working as an IT Operation Lead (Banking Services) from HCL and managing the Application & Infrastructure Operations for the largest bank in Norway (DNB) and one of the biggest banks in Sweden (Länsförsäkringar).

EDUCATION

BACHELOR IN TECHNOLOGY (B.TECH), UTTAR PRADESH TECHNICAL UNIVERSITY
Specialization in Computer Science and Technology   **Aug, 2005 to July, 2009**
Pursuing Executive MBA- Digital; Developing and Managing Digital Organizations
from BI Norwegian Business School   **March, 2019**

Technical Skills

Skill	Details
Microsoft Technologies:	BizTalk 2009, 2010 and 2013 R2, 2016, .Net framework 4.5/4.0
Cloud Technologies:	MS-Azure (Microsoft Certified), Logic Apps
Operating System:	Windows Server 2003/2008/2012 R2
Ticketing tools:	BMC Remedy, Service Now
DevOps Tool (CI/CD)	GitHub, Jenkins, Docker, SVN, UrbanCode (IBM)
Monitoring Tools	DynaTrace, SCOM and Nimsoft
Project Management Tool	JIRA and Confluence

CERTIFICATION

- Microsoft Certified Solution Architect (AZ300).

PROFILE

- Working as an IT Consultant in HCL Technology Norway AS.
- More than 9 years of vast experience in analysis, design, development and implementation. Worked on Banking, Insurance and HealthCare department
- Manages process improvement effectively, leveraging existing implemented solutions to achieve better performance and outcomes.
- Pursuing Executive MBA from BI Norwegian Business School in managing Digital Organization.
- Building a new team for handling IT Operation and Maintenance in Länsförsäkringar (in Sweden).
- Created several Technical and functional document and created several runbooks for standardization.
- Good understanding of cloud technology.Designed and developing 3 tier web application hosted in Azure. Utilizing Azure DB, Web API.
- Decent knowledge in IT Operations, architecting and implementing solutions.

- Good understanding of **ITIL** framework, support processes, problem management and release management.
- Excellent communication skills and problem solving attitude.
- Fair understanding of Active Directory, Load Balancers and Virtual Windows machines.
- Created Mini Google (.net) for HCL to handle and search issues and its resolution.
- Created several scripts to automate manual task which generally takes several man hours.
- Studied and used Automated Machine Learning for providing Business solution.

WORK EXPERIENCE

HCL TECHNOLOGIES, Oslo, Norway
Consultant, Sep, 2014- Till Now
Role: IT Lead (DNB)
- Handling a team of 7 associate (5 from India and 2 from Oslo).
- Analyzing and architecting the BizTalk applications to provide new solutions as per the requirement.
- Research vendor cost and convey better technological and market application and their pricing and support infrastructure.
- Responsible for DNB's Banking Solution Applications Operations (in house loan, financial) and BizTalk Operations.
- Handling and responsible for day - today issues and critical activities for DNB's Banking Solution department.

Critical Project Synopsis

Project Title/Organisation	Project Role/Description	Duration
DevOps Implementation (CI/CD) Implementation	Played a Role of Consultant and implementer for a DevOps Implementation in Banking Solution Department in DNB from HCL side.	March 2018 to January 2019
BizTalk Upgrade	Played a Consultant and SME in BizTalk upgrade. Architecture the whole setup and implemented it.	April 2017 to October 2017

Role: Consultant (Länsförsäkringar (Sweden))

- Providing my IT operation consultation to Länsförsäkringar in BizTalk and other integration solution and also helping them to upgrade their old setup.
- Working on pilot project for connecting BizTalk with Logic Apps and designed and developing 3 tier web application hosted in Azure.

DXC Technologies (previously CSC), Noida, India
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 Responsible for managing the team for .Net and BizTalk 2010 applications.

Allscripts India Pvt Ltd. Pune, India
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 of the healthcare applications.
- Responsible for end to end integration using .net, ERP and middleware applications.
- Creating BizTalk maps, Orchestrations, Schemas as per the requirements.

Dell Services. Noida, India
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.

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 Outstanding Performance rating continuously throughout my tenure in HCL.
- Received CLEAR (Client, Leadership, Extraordinary, Aspire, Result) award for Leadership and Extraordinary work.

LANGUAGES

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

REFERENCES

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