

# Raman Kumar Dubey

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## OBJECTIVE

Senior IT Technical Lead with almost 10 years of proven experience in IT Operations, Service Delivery & Customer relationship management for multi-site Global organizations. 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

## PROFESSIONAL SYNOPSIS

- IT Service Delivery and Operations management:** - Designed and implemented SLA based Onshore-Offshore Service Delivery models. Implemented projects using AGILE methodologies (Scrum, Kanban).
- Cloud migrations:** - Experience of working in Projects from designing to migrating operating infrastructure & application cloud solutions with a focus on computing, security & DevOps.

## TECHNICALSKILLS

Skill	Details
Microsoft Technologies	BizTalk 2009, 2010 and 2013 R2, 2016, .Net framework 4.5/4.0, SQL
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)
Scripting Language	Powershell, VB scripts
Monitoring Tools	DynaTrace, SCOM and Nimsoft
Project Management Tool	JIRA and Confluence
ERP Tools	Microsoft CRM Dynamics, PeopleSoft (Basic).

## CERTIFICATION

- Microsoft Certified Solution Architect (AZ300).

## PROFILE

- Working as an IT Consultant in HCL Technology Norway AS.
- Almost 10 years of vast experience in analysis, design, development and implementation. Worked on Banking, Insurance and HealthCare industry.

- Manages process improvement effectively, leveraging existing implemented solutions to achieve better performance and outcomes.
- 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 applications hosted in Azure. Utilizing Azure DB, Web API.
- Designed and configured Azure Virtual Networks (VNETs), subnets, Azure network settings, DHCP address blocks, DNS settings, security policies and routing.
- Deployed Azure IaaS virtual machines (VMs) and Cloud services (PaaS role instances) into secure VNETs and subnets.
- Experience in Release Management, Risk and Application Management (Requirement gathering,
- 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.
- Good understanding of MS- SQL and responsible for the complete BizTalk SQL environment.
- Fair understanding of Active Directory, Load Balancers and Virtual Windows machines.
- 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 requirement gathering, client discussion and implementing the solution based on the requirement.
- 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**

<b>Project Title/Organisation</b>	<b>Project Role/Description</b>	<b>Duration</b>
Banking Service stability improvement Program	Played the role of Program Manager & drove a joint vendor initiative consisting of multiple service improvement Projects across technologies to stabilize the Online Banking Platform for the largest bank in Nordics (DNB).	March 2019 to September 2019
DevOps Implementation (CI/CD)	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.
- Exposed Virtual machines and cloud services in the VNets to the Internet using Azure External Load Balancer.
- Provided high availability for IaaS VMs and PaaS role instances for access from other services in the VNet with Azure Internal Load Balancer.
- Implemented high availability with Azure Resource Manager deployment models.
- Designed Network Security Groups (NSGs) to control inbound and outbound access to network interfaces (NICs), VMs and subnets.

Project Title/Team	Project Role/Description	Duration
Integration Solution Team	Currently Creating a team and managing Integration Solution of Länsförsäkringar. Upgrading the environment from On premise to Cloud (MS-Azure)	July 2019- till now

#### **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 (A2 level)