Zakeer Shaik Mobile: +91-996-326-0007

Technical Project Manager, AWS / CRM Solutions Architect e-Mail: zakeershaik@outlook.com

**PROFESSIONAL SUMMARY**

Accomplished, results-driven, hands on IT architect/leader with 16 years of experience in India on projects and programs focused on application development, system integration and system migration, AWS & Oracle Siebel CRM application migrations, DevOps implementations in Healthcare, Banking, and Telecommunication domains.

Four + years of experience on AWS and DevOps which includes cloud migration, build and release management utilizing Continuous Integration, Continuous Delivery, Continuous Deployment (CI/CD) to improve environment availability, productivity, reduced time to market and quick feedback loops.

Expertise on designing, architecting and migrating in house data center workloads and applications to AWS.

Has deep understanding on AWS cloud cost, security, reliability, performance efficiency and operations.

Expertise on AWS which includes EC2, Auto-Scaling, Elastic IP's, ELB, Kinesis, Elastic Beanstalk, S3, Cloud Front, RDS, Amazon Dynamo DB, Cloud Watch, VPC, Route53, SNS, SQS, API Gateway, Cloud Formation, Lambda Processes and Functions.

Experienced in Automating, Configuring and deploying instances on AWS, Azure environments and Data centers, also familiar managing security groups on AWS.

Hands-on Experience in configuration of Network architecture on AWS with VPC, Subnets, Internet gateway, NAT, Route table.

Responsible for ensuring Systems & Network Security, maintaining performance and setting up monitoring using Cloud Watch and Nagios.

Experience in working on version controller tools like GitHub (GIT), Subversion (SVN) and software builds tools like Apache Maven, Apache Ant.

Extensively worked on CI/CD pipeline for code deployment by engaging different tools (Git, Jenkins, Code Pipeline) in the process right from developer code check-in to Production deployment.

Experience in the Oracle Siebel CRM Business development and Strategic Business analysis for various phases like analysis, design Upgrading, development, Systems Analysis, Business Process Modeling, Development, Data Management. Implementation and management of full life cycle commercial applications.

Expertise on SDLC methodologies such as Waterfall, Agile (Scrum), Kanban, architecture, automation and process improvement.

Experienced to provide solutioning and engineering complete infrastructure and hosting environments for large mission and business critical applications for various domains such as manufacturing, energy, financial and transportation industries.

Experienced in architecting High volume, highly available, scalable, secured, robust and cost effective infrastructure. Participate in enterprise wide strategic initiatives for future state infrastructure architecture and collaborate with the executive leadership for making informed decisions.

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| * Cloud/Platform Technologies | * Cloud/Platform Process | * Cloud/Platform   Security |
| * Strategic Planning | * Disaster Recovery | * Cost Reduction |
| * Vendor Management | * Capacity Planning | * Performance Tuning |
| * Resource Planning | * Voice & Data | * Datacenter Management |

Expertise on Client engagement management, pre-sales, account management and governance.

My diverse experience has given me the ability to join any team and quickly become productive.

**TECHNICAL SKILLS**

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| **Operating Systems** | Amazon Linux, RHEL, CentOS, AIX, Solaris , HP-Unix, Ubuntu Linux, Windows, Macintosh OSX. |
| **Cloud Stack** | AWS Services ( EC2, VPC, Lambda, ELB, Auto Scaling, S3, Cloud front, EBS, Glacier, Import/Export snowball, RDS, ElastiCache, Route 53, Cloud watch, Cloud formation, SNS, SWF, Code Deploy, Trusted Advisor, WAF. |
| **CRM Stack** | Vantive CRM, Oracle Siebel CRM. |
| **Virtualization Stack** | IBM PowerVM (VIOs, Active Memory expansion/ Micro-Partitioning/ SEA/ vSCSI/NPIV/ VLAN ),VMware ESX/ESXi 4.x, 5.x (vSphere, vCenter, vCloud Director), Linux QEMU/KVM, VCE VBLOCK (Private Cloud Infrastructure), Vagrant, Docker, and VMware. |
| **Web & Middleware Stack** | Apache Web Server , IBM HTTP Server , IBM WebSphere App Server , Oracle WebLogic , Apache Tomcat, IIS. |
| **Network Protocols/Services** | CP/IP Suite, UDP, HTTP/HTTPS, SSL, SMTP, FTP, ICMP, IMAP, POP3, NIS, NIS+, NFS, DNS, DHCP, LAN/WAN, TCP Wrappers, SSH, SCP, VPN. |
| **Scripting Languages** | Korn/Bash UNIX shell scripting, Perl, Python, C/C++ OOPS Concepts, HTML, Java, JSON. |
| **Build & CI Tools** | ANT, Maven, Hudson/Jenkins, Cruise Control, Bamboo, Nexus. |
| **SCM Tools** | CVS, SVN, ClearCase, GitHub, Perforce. |
| **Database RDBMS/ NoSQL** | Maria DB , ORACLE DB, IBM DB2, Sybase, Amazon Dynamo DB. |
| **Monitoring Tools** | Opnet, Spunk, Nagios. |

**PROFESSIONAL EXPERIENCE**

Innovacx Tech Labs, Hyderabad

Technical Manager /AWS Architect / DevOps Architect

November 2014 – April 2019

Responsibilities included application assessment and discovery, DevOps & Cloud roadmap creation, DevOps & Cloud CoE creation, tool standardization, POC completion, application on boarding to DevOps tools, creation of CI/CD pipelines, calculate cost of cloud migration, define architecture for AWS migration, create and build AWS infrastructure as per architecture. Managing EAP solution development utilizing Java, micro services, Angular JS, Scala, Hive, DevOps. Managed Oracle Siebel CRM development and application upgrade & support projects.

Accenture, Bangalore

Associate Manager

March 2011 - Dec 2012

Responsible for managing full Software Development Lifecycle (SDLC) from initiation through implementation using Waterfall, Agile/Scrum methodologies for system migrations and system modernization, Requirement Gathering, Architecture, Scope Management, Impact Analysis, Project plan preparation, Capacity planning, resource planning and management, offshore-onshore coordination, escalation management, communication management, status reporting, Review HLD, LLD and code, represent in program board meeting, user meeting, relationship development with customer, solution selling, risks, issues and dependencies management, Manage L3 support of the application, customer relationship development, generate new business for Accenture.

Sierra Atlantic, Hyderabad

Technical Manager

Dec 2009 - Feb 2011

Responsible for setting up the Strategic direction for Customer Relationship Management (CRM) platforms, call center technology. Managing Budget, Resources, Project planning, Status reporting to Senior Management. Finalized CRM Roadmap considering ROI & Minimized the budget with different initiatives. Successfully set up development standard, SOP, production SLA environments. Led the onsite and offshore team of vendor and successfully implemented the full life cycle.

Wipro InfoTech, Hyderabad

Project Manager / CRM Solution Architect

Nov 2008 - July 2009

Responsible for Performing gap analysis and identifying areas where extension or customization is required. Validating the business process and analyzing to build a logical data model (LDM) & ER diagrams against the business requirements. Facilitate meetings with the business and technical team to gather necessary analytical data requirements. Reviewing and understand the cut-over strategy and recommend any changes or additions of activities or tests to check for success of the cutover. Preparation of and obtaining business sign-off, on high level design documents & sizing and capacity planning., review and sign-off on design documents.

General Electric, Hyderabad

Project Lead

Oct 2007 - Oct 2008

Responsible for Implementing the CRM Diagnosis through SARM and Automation for Siebel CRM for all environments and also Proactive monitoring of all the interfaces that run daily in our environments. Proactively monitoring the Servers through various different tools to ensure 100% availability of the system. Being a Release & Change Manager, make sure that all the members of the team are adhered to the Release and Change Management Process & responsible for all the changes/deployment into production.

Cadence Design Systems, Noida

Team Lead

May 2005 - Sep 2007

Responsible for Performing overall daily management of Siebel applications environments. Supporting external and internal customers and users using Remedy Ticketing Systems. Perform Siebel migration procedures between different environments. Effectively communicate across teams in a shared environment, trouble shoot and resolve the issues. Preparing Siebel Disaster Recovery design documentation and participate in design, code reviews and application reviews. Responsibilities involved setup the Siebel environments for Development, Testing, and Production.

Staff Supplementation Group, Bangalore

Siebel Administrator

March 2003 - April 2004

Deputed to IBM Bangalore on Unilever Project. Responsible for all Siebel admin related day to day activities and supporting of Siebel applications and environments. Perform Siebel migration procedures between different environments. Setting up the Siebel Disaster Recovery environments and all other Siebel environments for Development, Testing, and Production and support.

* Worked in US on H1B Visa for different Organizations from 1998/99 to Feb 2003 Than Relocated to India in 2003.

**EDUCATION**

* Post Graduate Diploma in Computer Applications, 1998.
* Master of Commerce in Financial Accounting. Nagarjuna University, 1996.
* Bachelor of Commerce. Nagarjuna University, 1994.
* Board of Intermediate Education, AP, 1991
* Board of Secondary Education. AP, 1989.

**TRAININGS & CERTIFICATIONS**

* Certified Associate Project Manager (CAPM 102).
* Microsoft Project Plan.
* Value-Driven Program & Project Management.
* Project Management Framework (PMF).
* Accenture Delivery Methods (ADM).
* Project Management & People Management.
* Critical Chain Project Management (CCPM 101).
* Lean Six Sigma Green Belt.
* IT Infrastructure Library (ITIL V2) & PRINCE 2.
* Creating a Plan, Schedule & Status Reports & Best Practices Techniques.
* Advanced Training in Red Hat Linux.
* Oracle Siebel CRM Applications.

**CONTACT & COMMUNICATIONS**

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