Abhishek Shrivastava

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Personal Profile

Past: I have around 16 years of work experience in IT/Software industry. I worked on IBM AS400/iSeries platform development and support projects for 9+ years from June 2001 to Sep 2010. Then moved on to IT Project Management and successfully managed and delivered multiple IT/Software development projects and BAU/Support services from Sep 2010 to Dec 2016.

Present: I am currently learning and developing C#, Asp.net, HTML, CSS, JavaScript skills with Just IT Training Ltd, London. As part of the programme, I have already completed DCMS and JobPortal projects using C#, Asp.net (MVC, Webforms, Entity, Ado.NET), JavaScript, JQuery, Bootstrap.

Future: I have always been into technology and programming. Having decided to leave core Project Management and move back to coding/programming, I would love to learn and grow every day to become a successful developer. Then move on to learn and contribute to the field of Data Science - Machine Learning & Deep Learning.

Education and IT Training

10/19-Present   **Just IT Training Ltd, London**
                           Development Professional Programme
- MTA Software Development Fundamentals (Expected 2020)
- MCSD Programming in HTML5 with JavaScript and CSS3 (Expected 2020)
- MCSD Programming in C# (Expected 2020)
- MCSD Developing ASP.NET MVC Web Application (Expected 2020)

06/97-06/01   **MNNIT (formerly known as MNREC), Allahabad, India**
                         Bachelor of Engineering (Electrical)

06/96-06/97   **Modern School, Nagpur, India**
SSCE: **Equivalent of UK A-level**
                         Computer Science (Marks: 90/100) Mathematics (Marks: 85/100)
                         Physics (Marks: 81/100) Chemistry (Marks: 81/100)

06/94-06/95   **Kanhan Valley School, Chhindwara, India**
SSE: **Equivalent of UK GCSE**
                         Mathematics (Marks: 85/100) Science (Marks: 80/100)
                         English (Marks: 65/100)

IT Skills

Software Development Skills: Object-oriented programming, Problem Solving, Logical Thinking, Teamwork, Software Development Life Cycle (Waterfall), IT/Software Project Management and Project Life Cycle (PRINCE2 Practitioner)

Web Technology: Asp.Net (MVC & Webforms), HTML, CSS, JQuery, Bootstrap

Core Programming Languages: C#, Javascript

Projects: DCMS (Dental Clinic Management System)
                         JobPortal (Online Job Portal)

Employment History

09/10-12/16   **Infosys Limited, India**
                                   Senior Project Manager

As Senior Project Manager was responsible for:

- Monitoring and controlling project scope, deliverables, risk, issue, assumptions, dependencies, budget, spend to date, forecast to complete, plan, milestones, resourcing, reporting and escalation.
- Ensuring project scope, plan, risk, issue, budget, spend to date, forecast to complete is updated in Portfolio and Project Management tool.
- Ensuring that applications are fit for purpose, aligned with IT standards and have appropriate business continuity / disaster recovery plans.
- Ensure that ITIL Standards are followed across IT processes, and processes are streamlined.
- Ensuring a smooth transition of application knowledge to BAU Support Teams, in order to minimise disruption and business impact during the implementation of large programs / projects.
- Risk & Issue assessment and mitigation/response planning

Achievements:

- Achieved 24.3% reduction in High Severity Incidents, and Increased Availability of Critical Applications by focused problem management.
- 48% reduction in the Mean Time To Resolve (MTTR) of Sev1 and Sev2 Incidents by ensuring SWAT calls with teams working in parallel to identify the cause of Incidents and work collaboratively for resolution.
- Achieved 1.83 Million US Dollar reduction in annual costs as result of Operation Zero initiative targeted at avoiding recurring low severity incidents.
- Ensured 100% adherence to response and resolution time SLAs.
- Successfully delivered software/application/middleware upgrade/development projects on-time, within budget and with high level of quality.

11/09-09/10   **Wipro Technologies, India**
                                   Technical Consultant

As Technical Consultant for AS400/iSeries platform was responsible for:

- Managing a shift in a 24x7 application support service on AS400 platform.
- Review SMTD (System Maintenance Technical Document) for each application.
- Prepare SDP (Service Delivery Plan) with escalation matrix etc.
- Assign, monitor and track incident/ticket/request to closure within agreed SLA.
- Participate in health check call every day.
- Prepare Shift plan.
- Prepare and participate in weekly and monthly project status review.
- Manage team of 5 to 6 member per shift.

10/05-10/09   **KPIT Cummins Limited, India**
                                   Technical Consultant

As Technical Consultant for AS400/iSeries platform was responsible for:

- Requirement gathering and analysis
- Make Functional Specification/Impact analysis, Technical Specification and Unit Test Plan
- Effort Estimation of change request using SMC guidelines.
- Ensuring coding & developments standards are followed and perform code reviews.
- Resolve technical queries of team.
- Monitoring and tracking development activities in terms of schedule & effort
- Metric collection, analysis and reporting to PM
- Defect tracking & Causal Analysis and Resolution
- Participate in internal quality audits
- Code review and testing

- Coding/programming using programming languages RPGLE/RPG400, CLLE/400 and tools PDM, SEU, SDA, RLU.
- Project management along with PM (includes Project Plan, MLR, WPQ, Risk Management)

04/04-10/05   **Electronic Data Systems, India**
                                          Information Analyst
- As team member of 24x7 application support service on AS400/iSeries platform was responsible for resolving production issues, service requests within agreed SLAs.
- Achieved 100% SLA target for all the production issues, incidents, service requests worked upon.

11/03-03/04   **Mahindra British Telecom, India**
                                          Software Engineer
- As team member of application/software development project on AS400/iSeries platform was responsible for coding, reviewing and testing using programming languages RPGLE/RPG400, CLLE/400 and tools PDM, SEU, SDA, RLU.

06/01-10/03   **Satyam Computer Services Limited, India**
                                          Software Engineer
- As team member of application/software development project on AS400/iSeries platform was responsible for coding, reviewing and testing using programming languages RPGLE/RPG400, CLLE/400 and tools PDM, SEU, SDA, RLU.

Interests and Achievements

Computing: I have recently completed DCMS (Dental Clinic Management System) and JobPortal (Online Job Portal) web app projects using C#, Asp.Net (MVC, Webforms, Entity, Ado.NET), Javascript, JQuery, Bootstrap. I have always had interest in coding/programming since my school days. The first programming language I learned was Pascal and I built a school library system as my first school project using Pascal. During my engineering days at college I learnt C. I have been in IT/Software industry for around 16 years, worked on IBM AS400/iSeries platform (programming languages: RPG and CL) development projects and BAU/support services for 9+ years as developer and support analyst.

Hobbies: Badminton, Tennis, Gym (Workout)

Reference: References available upon request