



NEERAJ KUMAR AHUJA

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PROFESSIONAL SYNOPSIS

- Over 20 years of experience in conceptualizing, managing and delivering IT services, solution architecture, cloud transformation solutions.
- Extensive experience in managing BFSI and other industrial sector clients.
- Deft in managing & leading teams for running successful process operations & experience of developing procedures, service standards for delivery excellence.
- Intense planner, strategist and implementer with demonstrated success in end-to-end technical program management and ensuring effective management of various resources to achieve deliverables.
- Insightful knowledge of business process analysis & design, transformation, re-engineering, process rationalization, cost control, capacity planning, performance measurement and quality.
- Strong problem solving & technical skills coupled with confident decision making for enabling effective solutions leading to high customer satisfaction and low operational costs.
- Experience of managing P&L and driving delivery cost optimization plays.

ACHEIVEMENTS

- ✓ Got Team Award in 2015 for outstanding performance as a Team in HSBC.
- ✓ **7 consecutive years rated as Top Contributor (Rating 1) in IBM**
- ✓ One of my disclosures **"Method and system for optimizing resource availability by balancing workload and skill sets using pooling (Disclosure Number IPCOM000199318D)"** published through IBM on IP.com under prior art database disclosure.
- ✓ **Global Service Delivery Excellence Award from IBM in Apr 2013**
- ✓ **Global Client Value Recognition Award from IBM in Apr 2013**
- ✓ **Global Client Value Recognition Award from IBM in Nov 2013**
- ✓ Got Appreciation Award for devotion to duty from CMC Limited in Oct 2004.
- ✓ Got BRAVO award from IBM India Pvt Limited in Jan 2006.
- ✓ Got BRAVO award from IBM for excellent team leadership from IBM India Pvt Ltd. In June 2007.
- ✓ Got BRAVO award from IBM for actively participating in Business Control Remediation Program.

PROFESSIONAL COURSE

- ✓ **Certified "Google Cloud – Professional Cloud Architect"**
- ✓ **Certified "Google Cloud – Professional Data Engineer"**
- ✓ **Certified Scrum Product Owner from Scrum Alliance.**
- ✓ **AWS Certified Solutions Architect – Professional** by Linux Academy.
- ✓ **Google Certified Professional Data Engineer** by Linux Academy.
- ✓ **Architecting with Google Cloud Platform Specialization** by Google Cloud on Coursera.
- ✓ **Python for Everybody Specialization** by University of Michigan on Coursera.
- ✓ **Secure Code Warrior – White Belt**
- ✓ **IBM Certified Delivery Excellence Lean Junior Engagement Manager.**
- ✓ **ITIL V3 foundation certified.**
- ✓ **DevOps Foundation** course in HSBC.
- ✓ **Agile Foundation** course in HSBC.
- ✓ **Introduction to Data Science in Python** by University of Michigan on Coursera.
- ✓ **Completed Level 1 of CFT (Certificate in Finance and Technology) covered Debt and Equity investment products, Project management, Business Analyst and Software engineering.**
- ✓ **Completed Level 2 of CFT covered Derivatives, Foreign Exchange, Alternative investment, Payments, crypto currency, System Architecture & Design, and User experience.**
- ✓ Attended **AWS cloud** workshop from Amazon in HSBC

- ✓ Attended **Google cloud** workshop from Google in HSBC
- ✓ 2 day's workshop on **Ansible**.
- ✓ Attended Leading Leaders –Up-line accelerator program covering – Role of the Up-line Leader, Influencing Across Boundaries , Cultural Adaptability, Talent Management, and Building Your Leadership Pipeline
- ✓ 3 days program -Tech Leader Connect (Tech LDC)
- ✓ 2 Days program of Presentation skills for Leaders
- ✓ Attended 2 days RTLE (Regional Technical Leader exchange) workshop.
- ✓ IBM Six Sigma white belt certified.
- ✓ Attended 3 days LEAN boot camp.
- ✓ Attended one day Strategic Alignment for up-line leader workshop.
- ✓ Attended 4 days Leader Readiness program.
- ✓ Attended 3 Days Basic Blue for New leaders' program.
- ✓ Attended 2 days patent mining session.
- ✓ Attended one day training on Fundamental of people management (FPM)
- ✓ Attended 2 days training on "The 7 Habits of highly effective people".
- ✓ Attended 2 days training on Presentation skills for Up-line leaders.
- ✓ Attended 2 days Shades of Blues for Managers program.
- ✓ Attended 2 days Emotional Intelligence program.
- ✓ Attended 2 days Building Relationship Versatility training.

PROFESSIONAL EXPERIENCE

Dec '14 – till Date **HSBC Software Development India Pvt Ltd**
Designation- Senior Lead Consultant Specialist /Cloud Solution Architect, Market & Security Services, Cloud Team - Jan '18 to till date.

- ✓ Being part of global cloud transformation team, managing multiple cloud transformation project in different asset class in HSBC Technology centre in India.
- ✓ Responsible for providing consultancy to the multiple teams and guide them on the journey of cloud transformation.
- ✓ Cloud solution design and implementation.
- ✓ Working on technical solutions for cloud exit strategy from one Cloud vendor to another or back to on-perm datacentre.
- ✓ Working with Google/AWS cloud engineers/architects from Google/AWS on different cloud transformation projects.
- ✓ Working on the cloud transformation of the HostInsight project which is processing of the cost/billing data for the organisation. Using Google compute engine, Google cloud storage, Google Dataflow, Google BigQuery, Google Datastudio, Shell script, Apache Beam and Python.
- ✓ Proficient in many key cloud products like Kubernetes etc.
- ✓ Tools Used - Confluence, JIRA, Nexus, GitHub, Jenkins, Terraform and Ansible.
- ✓ Driving cloud skill enablement program and conducting hands-on-workshop on using google cloud platform in corporate environment and implement security controls on different level (VPC, CMEK etc.)

Jan '17 to Dec '17.

- ✓ Being a core team member of **DevOps and Agile Transformation** team in HSBC, my responsibilities was to work with different asset class teams and drive DevOps and Agile transformation and track the progress of the same.
- ✓ Driving task automation through **Ansible tool** using Agile methodology.
- ✓ Organised several Ansible workshops for different asset class teams and helped them to automate set of tasks in their asset class.

Dec '14 – till Date **HSBC Software Development India Pvt Ltd**
Designation- Project Manager, Role – Quality Leader and Regional Manager GBM Support Services (GSS) -- Dec '14 to Jan '17

- ✓ Being a Regional Manager it's my responsibility to **manage team of 4 Delivery Operations Managers, and under them 80 application support associates**, responsible 8+ asset class being supported from India offshore Pune Global Technology Centre.
- ✓ Responsible to maintain SLA/SLO for all managed asset class having **200+ Investment banking applications**.
- ✓ Responsible for the vendor management.
- ✓ Controlling the direct cost and billing back to the business.
- ✓ Responsible for on-boarding of new asset class work in the GSS.
- ✓ Responsible to drive productivity and quality improvement program in the all asset class managed.
- ✓ Participate and drive organisation level programs and initiatives.
- ✓ Maintain an effective client relationship at multiple levels.
- ✓ Handle and properly track and resolve escalations received from client.

- ✓ Attending the operations meetings with the customer.
- ✓ Weekly meeting with team to track the account status and issues.
- ✓ Providing KPI and other reports required by the top management.
- ✓ Performance review of the team members.
- ✓ Responsible for hiring the team as and when required.
- ✓ Escalation point contact for team member for all HR related issues.
- ✓ Responsible for attrition control in the team.

Dec '04 – Dec 2014

IBM India Pvt. Ltd.

Designation- Sr. Delivery Operations Manager, Role – Service Line Head (Storage and Database competency, Delhi Delivery Centre – July '13 to Dec '14

- ✓ **Being a Sr. Delivery Operations Manager it my responsibility to manage team of 14 Delivery Operations Managers, and under them 400+ Database Administrators and Storage Administrator, responsible over 30+ global accounts being supported from India offshore Delhi Delivery Centre.**
- ✓ Responsible to maintain SLA/SLO for all managed accounts having **25000+** databases, 22000 TB of Storage. 25000+ SAN switch ports, 55000 backup client, 370 backup servers of various sectors (BFSI, Industrial, etc) located across AP, AG and EMEA geography.
- ✓ Responsible to drive productivity and quality improvement program in the all account managed.
- ✓ Participate and drive organisation level programs and initiatives.
- ✓ Ensuring all security compliance related tasks finish in defined time frame by the team to maintain proper security posture for the accounts.
- ✓ Maintain an effective client relationship at multiple levels.
- ✓ Handle and properly track and resolve escalations received from client.
- ✓ Attending the operations meetings with the customer.
- ✓ Weekly meeting with team to track the account status and issues.
- ✓ Providing KPI and other reports required by the top management.
- ✓ Facing the audits and providing the auditors required information in time.
- ✓ Track the audit issue to it closer.
- ✓ Participate in corporate audit.
- ✓ Time to time provide feedback to all direct reportees.
- ✓ Performance review of the team members.
- ✓ Responsible for hiring the team as and when required.
- ✓ Escalation point contact for team member for all HR related issues.
- ✓ Responsible for attrition control in the team.

Dec '04 –Dec 2014

IBM India Pvt. Ltd.

Designation- Sr. Technical Services Manager - Jan '12 to June '13

- ✓ **Being a Sr. Technical Services Manager it my responsibility to manage team of 5 Technical Services Managers, and under them 100+ Database Administrators and responsible over multiple global accounts being supported from India offshore Delhi Delivery Centre.**
- ✓ Responsible to maintain SLA/SLO for all managed accounts having **20000+** databases of various sectors (BFSI, Industrial , etc) located across AP, AG and EMEA geography.
- ✓ Responsible to drive productivity and quality improvement program in the all account managed.
- ✓ Participate and drive organisation level programs and initiatives.
- ✓ Ensuring all security compliance related tasks finish in defined time frame by the team to maintain proper security posture for the accounts.
- ✓ Maintain an effective client relationship at multiple levels.
- ✓ Handle and properly track and resolve escalations received from client.
- ✓ Attending the operations meetings with the customer.
- ✓ Weekly meeting with team to track the account status and issues.
- ✓ Providing KPI and other reports required by the top management.
- ✓ Facing the audits and providing the auditors required information in time.
- ✓ Track the audit issue to it closer.
- ✓ Participate in corporate audit.
- ✓ Time to time provide feedback to all direct reportees.
- ✓ Performance review of the team members.
- ✓ Responsible for hiring the team as and when required.
- ✓ Escalation point contact for team member for all HR related issues.
- ✓ Responsible for attrition control in the team.

Dec '04 –Dec 2014

IBM India Pvt. Ltd.

Designation- Sr. Technical Services Manager - Jan '10 to Dec 2011

- ✓ **Being a Sr. Technical Services Manager it my responsibility to manage team of 8 Technical Services Managers, and under them 300 engineers and responsible over 16 global accounts being supported from India offshore Delhi Delivery Centre.**
- ✓ Responsible to maintain SLA/SLO for all managed accounts having **20000+** UNIX and Wintel servers of various sectors (Banking, Industrial, Healthcare, Telecom, Distribution, retail etc) located across AP, AG and EMEA geography.
- ✓ Responsible to drive productivity and quality improvement program in the all account managed.
- ✓ Participate and drive organisation level programs and initiatives.
- ✓ Ensuring all security compliance related tasks finish in defined time frame by the team to maintain proper security posture for the accounts.
- ✓ Maintain an effective client relationship at multiple levels.
- ✓ Handle and properly track and resolve escalations received from client.
- ✓ Attending the operations meetings with the customer.
- ✓ Weekly meeting with team to track the account status and issues.
- ✓ Providing KPI and other reports required by the top management.
- ✓ Facing the audits and providing the auditors required information in time.
- ✓ Track the audit issue to it closer.
- ✓ Participate in SACA and ASCA reviews.
- ✓ Participate in corporate audit.
- ✓ Time to time provide feedback to all direct reportees.
- ✓ Performance review of the team members.
- ✓ Responsible for hiring the team as and when required.
- ✓ Escalation point contact for team member for all HR related issues.
- ✓ Responsible for attrition control in the team.

Dec '04 –Dec 2014 **IBM India Pvt. Ltd.**
Designation- Technical Services Manager - Aug '07 to Dec '09

- ✓ Being a Service Delivery Manager it my responsibility to manage team of 40 engineers and responsible for 8 accounts (4000+ server) being supported from India offshore.
- ✓ Responsible to maintain SLO for all managed accounts.
- ✓ Ensuring all security compliance related tasks finish in defined time frame by the team to maintain proper security posture for the accounts.
- ✓ Ensure that all process/procedure/work instruction available for team to perform the tasks.
- ✓ Maintain an effective client relationship at multiple levels.
- ✓ Managing server support/management, security compliance, project services teams.
- ✓ Handle and properly track and resolve escalations received from client.
- ✓ Attending the operations meetings with the customer.
- ✓ Weekly meeting with team to track the account status and issues.
- ✓ Providing KPI and other reports required by the top management.
- ✓ Facing the audits and providing the auditors required information in time.
- ✓ Track the audit issue to it closer.
- ✓ Participate in SACA and ASCA reviews.
- ✓ Participate in corporate audit.
- ✓ Tracking of vacations, trainings and skill level for the team members.
- ✓ Time to time provide feedback to all team members.
- ✓ Performance review of the team members.
- ✓ Responsible for hiring the team as and when required.
- ✓ First point contact for team member for all HR related issues.
- ✓ Responsible for attrition control in the team.
- ✓ Core Team member for Best Practice Rollout project in ITD GD for AP region.
- ✓ Performed JEM (Junior Engagement Manager) role in **PI LEAN** program in ITD GD India.

Dec '04 –Dec 2014 **IBM India Pvt. Ltd.**
Designation- Technical Service Professional (Team Lead) - Dec '04 to July '07

- ✓ Being a team lead it my responsibility to manage team of 40 engineers and responsible for 8 accounts (3000+ server) being supported from India offshore.
- ✓ Ensure that all the problems we attended did not miss SLA, As a team lead I am always checking and advising team members for meeting the SLA and also giving proper solution/support to the customer on time and I ensured given solution was correct and not to get repetitive problems.
- ✓ Ensuring all security compliance related tasks finish in defined time frame.
- ✓ Maintain an effective client relationship at multiple levels.
- ✓ Leading server support/management, security compliance, project services teams.
- ✓ Handle escalations received from client.
- ✓ Single point of contact for team for technical and process related problems.
- ✓ Attending the operations meetings with the customer.

- ✓ Tracking of vacations, shift and trainings for the team members.
- ✓ Time to time provide feedback to manager for all team members.
- ✓ Weekly meeting with each sub team to track the account status and issues.
- ✓ Providing KPI and other reports required by the management.
- ✓ Facing the audits and providing the auditors required information in time.
- ✓ Track the audit issue to it closer.
- ✓ Participate in SACA and ASCA reviews.
- ✓ Performing mentor role for team members.

June '2000 – Nov 2004
Designation- IT Engineer

CMC Limited

- ✓ During the 4 and ½ years of tenure in CMC Ltd, I had been supported many prestigious domestic clients in Uttarakhand.
- ✓ I was responsible for maintaining SUN Enterprise Servers (SUN F15K, E6.5K, E3K) and Workstations (Blade 2500/2000/1000, U60/10/5, SS20/5) in ONGC Dehradun.
- ✓ I was responsible for ICFRE campus wide network (400 users) and Server administration (Windows NT Domain, Exchange 5.5, Windows 2000, SUN Screen Firewall, Iplanet Proxy, SUN PC Netlink etc.).
- ✓ I was responsible for maintaining the DRONA Network (All India DRDO labs intranet) of DEAL and IRDE Dehradun having CISCO 3600 series (having ISDN, High Speed Lease, Ethernet and dialup connectivity) and 1600 series (having ISDN and Ethernet Connectivity) Routers, DNS on SUN E450 Server, Netscape Mail server.
- ✓ I was responsible for maintaining the SGI Servers having IRIX 6.4 and 6.5 OS in Indian Institute of remote sensing, Dehradun also maintaining the IBM Servers having AIX 4.0 OS in RRSSC, Dehradun, both departments come under Department Of Space.
- ✓ I was performing pre-sales activity for Uttarakhand region (ONGC, ICFRE, Survey of India, LBSNA etc. Customers). Also responsible to provide technical support to Sales team for high-end servers, network designing and storage. Also responsible for proposal preparation for tenders in the Uttarakhand region. Regularly meet the customers for there technical requirements.
- ✓ I was involved in many IT infrastructure projects implementations.
- ✓ I was involved in SUN Enterprises E15K server implementation project, which include the site preparation, coordination with SUN team, Installation of Sun workstations, FC-AL Storage connectivity and Gigabit network connectivity in the existing ONGC IT environment.
- ✓ I was involved in up-gradation of IT infrastructure project of ICFRE, which include installation of SUN enterprises servers and installation of e-mail solution, and firewall solutions.
- ✓ Implemented the Security Solutions for Uttarakhand government pilot project for establishing the computerised community centre which include the hardware and software combination Firewall by installing check point firewall software on Nortel Alteon switch, and Real Secure Intrusion detection system.

May 1999 – June 2000
Designation- Resident Engineer

Siemens Public Communication Networks Ltd

- ✓ I was responsible for Implementation and maintaining Campus wide Network having one thousand nodes, of University of Roorkee on ATM OC3 speeds via Optical Fibre backbone, using CS 3000 and CS 1000 ATM cell switch of Newbridge and Route Server of Newbridge having Solaris 2.5.1 and Routing Software.
- ✓ Management of the Network through System Manager on SUN Ultra 2 having Solaris 2.5.1, Physical Layer Management and the QOS Routing features are the other main functions handled.
- ✓ Security Management implemented via the Axent Corporation's Raptor Firewall, on Windows NT 4.0

PREVIOUS ASSIGNMENTS

<i>Apr '98 – Apr '99</i>	<i>Info Tech Solutions</i>	<i>Engineer</i>
<i>Feb '96 – Mar '98</i>	<i>Altos India Limited</i>	<i>Junior Engineer</i>
<i>Aug '94 – Jan '96</i>	<i>Tele Data Controls (I) Pvt Ltd.</i>	<i>Junior Engineer</i>

ACADEMIC CREDENTIALS

- ✓ Harvard Business School – AMPA (Accelerated Management Program – Advanced) in 2012
 IBM sponsored program with key learning partners were –
 - Harvard Business Publishing
 - Franklin Covey
 - Performance Consulting International
 - LEADing@IBM
- ✓ MSc Information Technology from Sikkim Manipal University in 2006.
- ✓ Diploma in Electronics with specialization in computers from K.L. Polytechnic, Roorkee in 1994.

PERSONAL DETAILS

Address : B1 - 405, Beryl Apartment, Kharadi, Pune - 411014
 Passport Details : Passport Number Z4409137, Place of Issue - Pune
 Date of Issue - 20/11/2017, Date of Expiry - 19/11/2027