

Ajesh Rajan

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IT Service Delivery Manager / IT Project Manager [Certified PRINCE2 Practitioner, ITIL4 & Scrum Master]

Systematic and technically minded professional with 15 years in IT Service with solid track record in business and technical analysis, software development, software support and maintenance, digitization and automation, project management and service management.

Skilled in the ITIL control processes for Incident, Problem, Change, Release, Configuration Management, delivering successful outcomes that enabled Customers achieve their corporate and operational objectives ensuring SLA and OLAs are met, Continual Service Improvement by techniques such as Do Less – Automation, Do Fast - MTTR & Shift Left and Persona Productivity analysis. Consistent success in managing end to end life cycle of application development, which contained conducting requirements gathering and analysis to understand the domain of the software problem and/or functionality, design, coding, testing, deployment, post deployment and at elbow support, and Entry in Service (EIS). Instrumental in project planning and execution, onsite/offshore coordination, and client relationship management. Willing to upskill in any technology/tools to support organization and customer objectives. Experience with the RFI, RFP and vendor transition processes.

Areas of Expertise

- Analytical Thinking
- Customer Focus
- Drive for Results
- Effective Business Communication
- People Management
- Team mentoring
- Leadership
- ITSM (Incident, Problem and Change management)
- Quality Assurance & Automated Testing
- Database Migration
- Windows Forms & Web Application Development
- Programming (Front End, Back End & Database)
- Software Development Life Cycle (SDLC)
- System Integration (e.g., ERP, MES) & Migration
- Troubleshooting & Issue Resolution
- Software Support & Maintenance
- Software Engineering Architecture
- Continuous Process Improvement
- SLA & KPI Maintenance
- Business and Technical Analysis.
- Agile Methodologies (Scrum, Kanban)
- DevOps
- Awareness of Cloud Technologies (Azure, AWS, Google Cloud)
- Mind Mapping & Design Thinking
- Technical Documentation

Technical Proficiencies

Tools & Technologies: ASP.Net MVC, C#.Net, VB.NET, .NET Framework, WinForms, WCF, WPF, Windows Services, Web Services, RDBMS, Microsoft SQL, NoSQL, PHP, Angular, React, ASP. Net Core Web API, JavaScript, JQuery, HTML5, CSS, Entity Framework, ADO.NET, VB6, VC++, Classic ASP, Jenkins, Visual Studio, VS Code, Enterprise Architect, Microsoft Visio, Team Foundation Server (TFS), VSS, SVN, Code Analysis (FxCop), log4net, SonarQube, ServiceNow, BMC Remedy, Bitbucket, Confluence, JIRA, Azure DevOps, GitHub, NUnit. Continuous Integration (CI), Continuous Delivery (CD), Automated Testing. Scrum, Kanban and Lean Start up

Career Experience

Larsen & Toubro Infotech Pvt Ltd, deputed at Airbus, Broughton, UK

Jan 2017 till Present

IT Project Manager | Service Delivery Manager | Agile Leader | Digital Transformation Leader | Solution Architect

Oversee entire project team of 20 employees and encourage them to achieve set goals while managing deliverables of other functional team leaders. Spearhead large and complex projects or multiple components of a large project, ensuring successful delivery on-time and within budget. Prepare and present comprehensive status reports to update senior management on IT service performance. Lead the technology planning, strategy development/implementation, business and operational transformation, and business solution delivery to achieve organisational objectives.

- Contributed to the successful business account transformation by leading service delivery and effective project management.
- Completed over 120 projects of end-to-end software development and shopfloor deployment, Database migration, replacement of legacy bespoke applications, infrastructure migration and support, production areas refurbishment and MES roll out ERP integration.
- Drove automation and digitalization of business processes that achieved significant savings for customers

Infineon Technologies, Regensburg, Germany

Apr 2015 to Jan 2017

Onsite Coordinator | Project Leader

Delivered strategic leadership to a team of more than 10 personnel for executing testing life cycle activities and deliverables on time, within set budget, and high quality. Arranged effective training and development programmes for team members on testing tools to meet testing goals within software development lifecycle and release schedules.

- Provided effective contributions for successful completion of multiple medium and small-sized projects for semiconductor manufacturing frontend and backend programs in a mature onshore/offshore model.
- Accelerated productivity by 10% and product quality by 10% while delivering 80% of projects and releases on schedule, in line with budget, and customer satisfaction.

Larsen & Toubro Infotech Limited, Mysore & Chennai, India

July 2007 to Mar 2015

Software Engineer | Senior Software Engineer | Project Lead | Senior IT Consultant

Collaborated with team members to ensure smooth progress of project work and compliance with quality norms throughout implementation process. Assessed technical and commercial feasibility of solutions by collaborating with clients for requirement gathering. Performed software testing through all phases of application development for successful delivery of high-quality products. Conducted regular health checks of projects to meet information systems, products, and services targets as well as organization/industry quality standards and end-user requirements. Designed algorithms and flowcharts while collaborating with developers to design algorithms and flowcharts. Produced clean, efficient code based on specifications. Integrated software components and third-party programs. Ensured continuous process improvement by evaluating user feedback. Crafted technical documents for reference and reporting.

- Developed fully automated framework for testing application that yielded 95%-time reduction in manual testing.
- Received Corporate Prestigious Award for Support and Investigation.

Education

Bachelor of Engineering in Electronics & Communication faculty 2003 – 2007 from SSEC College, Bhavnagar University, Bhavnagar, Gujarat, India

Professional Training

Received various trainings on C++, Visual Basic (VB), Microsoft technologies such C#.NET, VB.NET, WCF, WPF, ASP.NET & MVC, Angular, React, Azure Fundamentals, Overview of AWS, Industrial Internet of Things (IIoT), CATIA, PTC, Database Concepts, Microsoft Power BI, Agile Methodologies, JIRA, MES Concepts, NUnit, RPA, DevOps, Data Analytics, Data Storytelling, Business Communications, ServiceNow – IT Service Management, Testing Concepts. Design Thinking, and Quality Audit.

Professional Certifications

1. ISTQB (ISEB Certified Tester Foundation Level)
2. International Project Management Associate (IPMA) - D Level Certification
3. AXELOS PRINCE2 PRACTITIONER
4. AXELOS ITIL v4 Foundation
5. Certified Scrum Master

Languages

Proficient in English, Hindi, Gujarati, and Malayalam