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Career Summary

Tech Program Manager, AWS Cloud Architect with 16+ years of industry experience leading multimillion end-to-end projects within time, budget and quality parameters in IT Infrastructure management, project management and application solutions in a heterogeneous environment that are part of the SDLC lifecycle. Driving DC transformation, Cloud Implementation, Digital channel set up initiatives. Designed and delivered IT solutions for Life science, Healthcare, Banking and Financial customers across globe. Managing and Executing the Infrastructure Business Continuity and Disaster Recovery Plan for mission critical applications.

Excellent track record of managing the activities pertaining to Infrastructure Planning, Designing, Strategy, Operations, Optimization and Quality. In-depth knowledge of OS platforms, Virtualization, Storage, Data Protection, Server, Cloud, Converged infrastructure and Project Management methodologies like Agile, Scrum, Hybrid waterfall, CI/CD pipelines, AWS and DevOps solutions. Identify business pain areas & implement technology solutions to meet the expectations.

Experience Summary

Cognizant Technologies-Client Engagements below.

(July 2014 -Till date)

Release Manager/Cloud Applications Delivery at Merck & Co.

(Oct 2019-Till date)

- Led the Merck Pharmaceutical applications Delivery (Predictive Dashboards, Master Data Management, Artwork implementation and Cloud Migrations) using CI/CD release management processes.
- Managed Application migrations to AWS cloud, server retirements, disaster recovery and Datacenter consolidations/moves. Defining Migration methodology, analysis, discover, application bundling and dependency mapping, planning and execute to ensure online migration without any service disruption.
- Collaborating with Project Sponsors, Project Stakeholders and multiple business and technical teams to define and deliver features. Anticipate bottlenecks, provide escalation management. Make tradeoffs and balance the business needs versus technical constraints.
- Responsible for establishing goals and policies for the IT services offered to the client and focus the initiatives on Automation, Continuous Service Improvement Plans and make sure that these are executed with qualitative and quantitative benefits for the customer. Evaluate and Review key performance indicators KPI's and Operational Metrics.
- Planning and managing multiple parallel projects and directly manage/mentoring other DevOps Engineers, Solution Architects, Scrum Master's and Project management team members helping to define career goals, performance reviews and provide proper escalationsupport.
- Responsible for OKR planning, execution, delivery establishing regular communication channels with stakeholders and management (Business Sponsors & Critical Stakeholders).
- Planning & execution of Quarterly Engineering Reviews with all Stakeholders.

Tools: JIRA, Confluence, ALM, ServiceNow, Remedy, GSuites, MS Project and Visio, GitLab, Bitbucket, Jenkins, Cloud Watch, CloudFormation

Technologies/Methodologies: AWS S3, Redshift, Lambda, EMR, Streamsets, SDLC, Hybrid waterfall, Agile, Scrum and CI/CD pipelines.

DR/Business Continuity Manager & Service Delivery at Celgene Corporation

(Mar 2018 - Aug 2019)

- Responsible to foresee upcoming opportunities in client's acquisitions and mergers (A&M) and transitioning services to managed service providers across the globe defining the KPI's and Operational Metrics.
- Gathered business requirements from stakeholders and translated them into the proper format to convey messaging across technical and business domains.
- Liaise with Celgene stake holders to perform Business Impact Analysis (BIA) and Business Continuity Planning (BCP) for applications and services required.
- Analyzed the disaster recovery requirements of each of the 32 critical applications in scope with the business owners
- Reduced RTO's and RPO's to 15 minutes for Cloud critical applications.
- Created, updated the (BIA's) Business Impact Analysis documents, and logged them into the Quality and Compliance document

repository relating them to MIM Procedures and Business Continuity workflows.

- Re-invented the recovery process and streamlined the workflow for disaster recovery testing, reducing the testing form 7 days to 24 hours.
- Managed the disaster recovery site to allow for a dedicated unobtrusive protected VLAN to allow for disaster recovery testing to be performed real-time with no impact to production systems.
- Engaged with application owners and UAT testers to allow VPN testing of recovered applications to comply with Audit and FDA Pharmaceutical guidelines.
- Managed Data protection solutions in Commvault infrastructure.
- Driving DR test quarterly for the mission critical applications via SRM, snap mirror, snapvault and other replication means.
- Escalation point of contact for delivering Global Data Center Infrastructure Services which include Application Hosting Services, data storage, disaster recovery, cloud, backup platforms adapting goals and providing performance feedback to subordinates.
- Driven the IBM A9000R outage due to replacement of wrong part by IBM customer engineer and ensured Business services are restored ASAP.
- Presented the high-level summary on the RCA and CAPA to higher management including CIO, CTO, and all stakeholders.
- Quarterly, Monthly, weekly governance meetings with customers and other stake holders.
- Maintaining the Profit & Loss for the project and responsible for monthly/yearly revenue forecasting, tracking and raising invoices.
- Meet the financial objectives by forecasting requirements, preparing an annual budget, scheduling expenditures, analyzing variances, initiating corrective action
- Innovate cost effective solutions, support model and improving innovation index.
- Prepare knowledge transition on boarding road map to get them well acquainted with the client business processes and be productive at earliest on the projects. Creation of Sop's, procedures, policies and reusable templates.
- Adherence to Life Science Regulations and ensure training completion on GDP, CSV, Quality Control and cGMP for all reporting teams.

Infrastructure Architect/Manager at Mylan Inc.

(Mar 2015 – Mar 2019)

- Proficiency in planning service delivery of IT Infrastructure Services across NA, EMEA and APAC regions for Mylan Inc as per Contractual commitments with revenue around **\$15 million** per year.
- Leading major migration and consolidation projects and end to end co-ordination to deliver critical projects.
- Plan and execute the disaster recovery tests quarterly for the in scope applications.
- Handled major outage of Mylan.com due to Fabric configuration error and restored the application and infra components.
- Managed Symmetrix to Vmax migration (around 1PB of data) and NetApp C-Mode installations and NDMP configurations.
- Collaborated with NetApp in designing Alta Vault solutions (around 2 PB Cloud storage) across Primary and secondary Datacenter for Data Protection and Disaster Recovery solutions.
- Scope, requirement analysis across all towers in Infra and driving design solutions.
- Multiprotocol implementation expert -NFS, CIFS, iSCSI, LUN Management (iSCSI & FCP)
- Reclamation, Server decommission, patch upgrades, hardware Failures, Incidents, troubleshooting, zoning, multipathing, hi-track monitoring, logs, pool migration, licensing

Product Expertise: NetApp 7 –mode, C-mode, HCI-VxRail, Nutanix, IBM Flash array 9200R, SVC, IBM XIV Storwize V7000/5000, EMC VMX, VNX, SRDF and NetApp Alta Vault and Data domain, NetBackup, Commvault

Infra-Operations Manager at Wright Medicals

(July 2014 – Nov 2015)

- Managing the operations across US and ASIAPACIFIC in technical implementation and client coordination generating revenue around \$5million per year.
- Implementation knowledge of Virtualization system of VMware ESX/ESXi 5.1/5.5 & vSphere 5.1/5.5 Clustered environment integrated with vCenter including features of DRS, HA, patch mgmt. & VMware Converter, P2V
- Coordinate with multiple vendors and analyze the OLA's and in accordance with SLA's.
- KPI Dashboard reporting and providing input for various management reports.
- Ticket data analysis and validation for quality audit purpose.
- SPOC for P1's and escalations and hosting governance calls with clients.

Associate VP/Infra Operations Specialist at JP Morgan Chase (EMC Resident Engineer)

(Jan 2012- June 2014)

- Part of GTO-responsible to manage day to day operations across global datacenters, primarily focused on multiple storage and

virtualization products with major being EMC, IBM, Hitachi, NetApp and CISCO.

- Performance management using vendor tools like Unisphere manager, SMC and Heat Maps.
- Non-disruptive migration of hosts across different Front-End ports for effective workload distribution and to achieve optimal performance.
- Reporting metrics on Front end/Backend/ storage groups --% busy, WP, response times, queuing, host I/O etc.
- Proficient in managing VMAX using SMC, Unisphere and SYMCLI.
- Implement local replication and remote replication using SRDF-S/SRDF-A
- Applying knowledgeable of ITIL best practices in day to day activities.
- Analyze and understand the customer infrastructure and project deliverables.
- Provide Storage consulting to capacity planning projects to ensure that adequate systems and resources are available to support large-scale Data Center Storage.
- Self-starter and ability to perform in high stress fast paced customer driven software organization.
- Used Service manager for handling Incident and Change management related to Storage infrastructure.
- Providing capacity planning and performance measurement services to the JP Morgan LOB's
- Ensure that the storage hardware/software resources meet the business demand of JP Morgan
- Implemented and performed strategic data migrations through various migration methods like, VPLEX, SVC, SAN copy, Open migrator, and Host based migration.
- Create Snapshot, Clones and Metro mirror using IBM SVC and XIV, 3PAR RCOPY and virtual copy.
- Experience in handling and Configuring replication through various storage technologies like VMAX SRDF, VNX Mirrorview, Snap Clones, Recover Point.

Principal Infrastructure Engineer/Infra Architect at Mphasis an HP Company **(May 2007 to Dec 2011)**

Client Engagements:

- General Motors (May 2007 to March 2008)- Infrastructure Engineer
- Bristol-Mayer's Squibb (April 2008- Jan 2011)—Infra Architect
- Sabre Airlines (Feb 2011 to Dec 2011)—Sr. Infra Architect

Infrastructure Engineer at Wipro Technologies **(Dec 2004 to May 2007)**

Client: – EMC Corporation, Subject Matter Expert (SME-CLARIION/SYMMETRIX) / Shift Lead for a team of 30 people.

Awards

- “**Feather in my Cap Award**” in Wipro for the consistent efforts I have shown in my work and the initiative shown towards taking the OJT (On Job Training) for the new recruits – March 2005.
- Awarded for handling the infrastructure recovery operations during the **Hurricane Sandy 2012**-- JP Morgan Chase.
- Received **Life Sciences Stellar Award in 2016** –Appreciation from Cognizant Technologies for exhibiting great collaboration with Customers and gaining their confidence and satisfaction.

Certifications

- ITIL V3 Certified.
- AWS Certified Solutions Architect- Associate
- EMCIE – VNX Solutions Specialist Version 7.0
- EMCIE – Clarion Specialist
- EMC Storage Technology Foundations (EMCPA)
- EMCSA –Symmetrix Specialist
- EMCSA- SAN Management specialist
- Backup Networker admin specialist.
- VMware 5.1 Certified.
- French Level1 Certified

Education

- **Master of Business Administration** in Technology Management, Anna University, India. 2010
- **Bachelor of Technology** in Electronics and communication, University of Madras, India. 2004

Resident Status

U.S. Lawful Permanent Resident (Green Card Holder)

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