

# Arun Ramachandran

Associate Manager at Accenture(SCM / DevOps Lead)

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## Summary

15 years of experience in DevOps /Software Configuration / Build / Release Management. ITIL Certified Techno Manager, Working for multiple accounts like AT&T / CS controlling 125+ production applications. Headed DevOps team for implementing Continuous Integration for 600+ applications through complete automation.

Worked as an administrator: Rational ClearCase Win/ Unix - Multisite, VSS, Synergy, Perforce, SVN, GIT, Jenkins, Expert in fine tuning SCM process, Partition the roles of Dev / Test / QA teams

Experienced in handling pressure, quick problem solving skills, creating asset like people development, artifacts. Experienced leader recognized for building strong client relationships leveraging on excellent customer centric service and support.

I have gained experience in handling the team members to provide quality support & effective service in delivering defect free deliverable.

## Technical Highlights:

1. I am currently working as Techno Manager. 50% Manager and 50 % Technical
  2. I still work on Unix and have fine tuned / customize the changes on Unix scripting.
  3. Played Subject Matter Expert (SME) for implementing GIT HUB. The materials were circulated amount several groups to implement good SCM practices.
  4. Jenkins implementation for 350 projects
  5. SCM/DevOps implementation using SVN for AT&T 125 projects and worked towards smooth delivery.
  6. SCM audit, Compliance Audit and SCM plan, validating and verification for Production deployments, Weekly status report, Handling escalation calls, SLA etc.
  7. For Swiss bank / Credit Suisse, I have provided DevOps proposal for Continuous Integration.
  8. Client facing Service Delivery manager role with Unilever project
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## Experience

### **Associate Manager at Accenture**

October 2011 - Present (5 years 3 months)

1. Leading the DevOps & SCM team for one of the biggest client for Accenture. The role involved transition of SCM activities from other site to Bangalore.
2. Leadership in handling Software Configuration Management, Release Management including Build & deployment followed by Production Support.
3. Transition specialist with onsite-offshore model with complete SDLC cycle.

4. Client/Business Facing capabilities & decision making skills.
5. Single point of contact and representing from Bangalore-India. I have worked / supported users mainly from remote location.
6. People administration: Coordinating teams across different countries to meet the deadline and ship quality deliverable

#### Managerial Responsibilities:

1. Work with senior management and other stakeholders of projects on project tracking, cost benefits, hiring and value-adds.
2. Setting up different support models, project organisation based on project requirements and team size.
3. Experience in working along and managing 24 X 7 support
4. Providing periodic metrics on the support calls, tickets raised, incidents with accurate details.
5. Ensuring 100% compliance on the SCM audit/ governance.

#### Technical Responsibilities:

1. Providing Production support to 125 applications & managing the same in every phase of the release.
2. Primarily involved in setting up of Software Configuration Management process across the teams & fine tuning it as a part of continuous improvement activity.
3. SME for GIT integrated with Eclipse & SalesforceDotCom application to make the development team work on good user interface & to deliver the source code with good quality.
4. Along with the SCM process, the branching & merging strategy (has been well appreciated and many other teams have implemented the same.
5. Jenkins implementation for 600 projects handling 1.7 Million \$ project E2E
6. For Credit Suisse leading Banking project I have provided DevOps proposal for Continuous Integration

### **SCM Team Lead at Nokia**

October 2008 - October 2011 (3 years 1 month)

- Along with the SCM process, the branching & merging strategy (has been well appreciated and many other teams have implemented the same.
- Being a part of Global support team I am supporting DCM (Distributed Configuration Management) representing from India.
- Providing support across globe - Beijing, Bangalore, UK & US to ensure all the user requests are closed at the earliest.
- Getting involved with the Local Concept Owner (LCO) on the DCM set up and troubleshooting the issues for the many development teams.
- Getting involved with the developers to propose the best way the project hierarchy & what objects can be included to the source control, How to process builds without compilation errors, etc.
- Migration of sources from Perforce to Synergy
- Lead by example approach to ensure timely, quality project deliveries.

- Involved in decision making scenarios and always been available to coach and mentor the team.

### **SCM Lead at HCL Technologies**

December 2005 - October 2008 (2 years 11 months)

Dec 2005 – Oct 2008

1. Primarily involved in coordinating with Clients and Offshore Senior Managers for all technical issues and Production releases
2. Expert in handling request in pressurized situation / providing round the clock support ensuring smooth delivery
3. Improvising the quality of the deliverable by framing best practices and created checklist for all the production deployments
4. Primarily contact for Build and Releases Management activities for all the above projects in Deutsche Bank, including Production support deployment.
5. Providing 24X7 support across Asia Pacific, UK and US regions
6. Played various roles in onsite-offshore model projects – mainly in co-coordinating releases & delivering at the right time. Raising Change Request for Production deployment & getting the necessary approvals from business & implementation groups for different applications.
7. Proven record of making successful releases without any delay
8. With very less supervision developed the confidence with the client and started to work independently

### **SCM Lead at Symphony Service**

May 2005 - November 2005 (7 months)

1. As a senior CM Administrator, involved in planning, advising process methodology
  2. Experience in Installing and Configuring Version Control Tools – ClearCase on Windows and Unix & as a Web application (CCWeb).
  3. Gained adequate exposure in Configuring, Coordinating and monitoring System Builds, Restoring Projects, Releases and Distributions
  4. Knowledge of Identifying and administering Configurable Items and Tracking of Changes.
  5. Creating and Administration of VOBs and Views, Managing Clear Case licenses, Registry servers in UNIX environments, Configuring Windows – Unix Interoperations.
  6. Setting up Baseline environment and creating Branches for managing parallel development and doing merges.
  7. Migration of sources from other tool to ClearCase
  8. Facilitating the configuration audits, Preparing Configuration Management Plan
  9. Provide Clear Case training to the end users.
  10. Preparing Configuration Management Plan
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## Courses

### **Associate Manager**

Accenture

ITIL V3

ITIL V3 certification

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## Skills & Expertise

**Team Building**

**Team Management**

**Software Project Management**

**Recruitments**

**Customer Service**

**Product Management**

**Recruiting**

**IBM Rational Clearcase**

**Tortoise SVN**

**Perforce**

**Git**

**Strategy**

**Benefits Negotiation**

**CRM**

**SDLC**

**Agile Methodologies**

**Internet Recruiting**

**ClearCase**

**Talent Acquisition**

**SQL**

**Customer Relationship Management (CRM)**

**Software Development Life Cycle (SDLC)**

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## Interests

Photography

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## Certifications

**ITIL V3**

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## 1 person has recommended Arun

"I have worked with Arun for a number of years, first in Symbian and then in Nokia, he quickly became an indispensable colleague. Arun is an extremely diligent, hardworking and conscientious individual, he is very helpful and knowledgeable in his field of expertise. He will assist you with any query you may have, suggesting new ideas or different solutions to a problem that you may have never thought of before, and could always be relied upon. Arun has the knack of engaging with people and asking the right questions to get to the heart of issues, understanding them both in detail and in their whole context in the organisation. With that knowledge and his innate skill in dealing with people he fosters the best possible teamwork to meet company goals. Diligent and tenacious, Arun would be a valuable contributor to any organisation. "

— **Sally Page**, *Software Configuration Engineer, Symbian Software Ltd*, managed Arun at Nokia

[Contact Arun on LinkedIn](#)