**DEEPAKRAJ RAGHAVENDRA**



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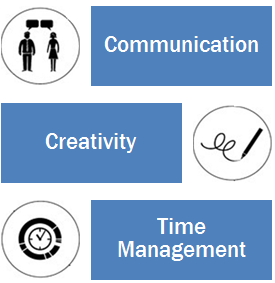
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**Project Management ● Software Development ● Service Delivery**

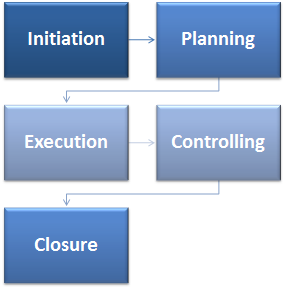
*Endowed with strong business acumen and a superior record of delivering large scale & mission critical projects on time and within budgets*

**PROFILE SUMMARY**

* **Forward-focused Project Manager** with insightful experience on Project Management activities inclusive of project scoping, planning & estimation, management of risks, finalization of technical & functional specifications, resource planning and quality management for the product and solutions
* Successfully managed various projects including estimation, initiation & risk-analysis for integration of external systems at both offshore/onsite location
* Expertise in all phases of the SDLC with rich experience of working on customized solutions & component programming in .Net,J2EE,LAMP,NOSQL, Database Design, Database Administration, System Administration, Performance tuning .
* Significant experience of working with consultants, project managers and technical teams for executing concurrent projects
* Demonstrated excellence in **managing large teams** right from requirements through design, implementation & deployment
* **Excellent analytical, organizational, planning skills** with demonstrated abilities in training & mentoring teams towards achieving organizational goals

**AREAS OF EXPERTISE**



* Developing project baselines; monitoring and controlling projects with respect to cost, resource deployment, time over-runs and quality compliance to ensure its satisfactory execution
* Assessing client requirements & mapping them to business solutions; involved in project planning, effort, design, scope, estimation, resource coordination and delivery, as per specified time frames
* Implementing project plans within pre-set budgets and facilitating end-to-end management of multiple projects
* Monitoring project progress as per scheduled deadlines for various tasks and taking necessary steps to ensure completion within time, cost & effort parameters
* Defining & establishing implementation processes in line with various methodologies; meeting deadlines of various technical reviews without compromising on quality
* Leading the project personnel; imparting continuous on job training to the workforce for accomplishing greater operational effectiveness / efficiency

**TECHNICAL PURVIEW**

Operating Systems: Windows, Linux

Programming Languages: VB.NET, C#, JAVA.J2EE, Visual Basic 6.0

Web Technologies: ASP.Net, Web Service, JavaScript, VBScript, ASP, PHP and JSP

Analysis Tool: SQL Server 2000 OLAP

Database: SQL Server 2012/2008, SQL Server 2005, SQL Server 2000, Oracle8i, PostgreSQL, MySQL

NoSQL Database: Couchbase, MongoDB,Hadoop and Redis

Administration: SQL Server 2012, SQL Server 2008, SQL Server 2005, SQL Server 2000

Groupware: Lotus Notes & Domino R5

Web Server: IIS, Apache

Framework: .Net 1.0, .Net 2.0, .Net 3, .Net 3.5, .Net 4, .Net 4.5, Struts

Web Development Tools: Visual Studio.Net, Oracle JDeveloper, IBM Visual Age

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| --- | --- |
| **TECHNICAL PURVIEW** | **BRANDS ASSOCIATED WITH**    **GROWTH PATH** |

**EMPLOYMENT DETAILS**

**Aug’15 - till date: InsourceAsia, Bangkok, Thailand**

**The Growth Path**

Aug’15 – Till Date IT Director

**Key Result Areas**

* To Implement and manage information technology services and participate in the development of long term strategy for the future of business.
* To lead the Information management team in the development and implementation of system. To create and maintain Information Technology & Management strategy in line with stakeholder needs and in keeping up with current best practices.
* To manage the day to day operations of IT systems, ensuring that Planning, end-user impact, change management, training, quality management are properly Addressed and monitored to ensure that deadlines, budgets and service levels are met and Results delivered.
* To manage the relationships with (and between) external agencies and suppliers, ensuring contracts and service levels are negotiated in line with strategic aims and financial constraints and ongoing service is in-line with agreed contracts.
* To line manage and develop the Information Management team, working with them to plan and prioritize their workloads, set objectives, conduct appraisals and supported to continually improve their performance and results.
* Organizing/Mentoring the Team to follow the best practices while developing.
* Interacting with the Customer on the requirement and providing the Technology solutions.
* Heading a team of 15 members including Project Managers, UI and UX Manager, System Manager and Developers
* Accountable for delivering IT service as agreed with customer
* Functioning as Technical Architect of 11-Infotech Cache Layer / XMl team / Edge (Version 5) and other systems.
* Ensuring deployment and monitoring of projects, collaborating with Managers and reporting periodically on project progress
* Closely monitoring and supervising network infrastructure of the company
* Analyzing daily, weekly & monthly service performance reports and initiating service improvement drives to achieve agreed service level
* Meeting deliverables like service availability, agreed SLA, capacity utilization, capacity requirement reviewed periodically with necessary action or SIP implemented across all IT teams
* Getting the Software PCI-DSS and ISAE 3402 Certification.

**May’15 – Jul’15: 11-Infotech, Bangkok, Thailand**

**The Growth Path**

May’15 – Jul’15 Head of Technology

**Key Result Areas**

* To Implement and manage information technology services and participate in the development of long term strategy for the future of business.
* To lead the Information management team in the development and implementation of system. To create and maintain Information Technology & Management strategy in line with stakeholder needs and in keeping up with current best practices.
* To manage the day to day operations of IT systems, ensuring that Planning, end-user impact, change management, training, quality management are properly Addressed and monitored to ensure that deadlines, budgets and service levels are met and Results delivered.
* To manage the relationships with (and between) external agencies and suppliers, ensuring contracts and service levels are negotiated in line with strategic aims and financial constraints and ongoing service is in-line with agreed contracts.
* To line manage and develop the Information Management team, working with them to plan and prioritize their workloads, set objectives, conduct appraisals and supported to continually improve their performance and results.
* To develop and maintain the Major Incident & Business Continuity plan for IT and to implement measures designed to safeguard the Information Technology and Management needs of the Foundation in the event of major incidents or disasters.
* Organizing/Mentoring the Team to follow the best practices while developing.
* Interacting with the Customer on the requirement and providing the Technology solutions.
* Heading a team of 30 members including Project Managers, UI and UX Manager, System Manager and Developers
* Accountable for delivering IT service as agreed with customer
* Functioning as Technical Architect of 11-Infotech Godzilla (cache Layer) / BI Projects / TechDMC/ travelflex and other systems.
* Ensuring deployment and monitoring of projects, collaborating with Managers and reporting periodically on project progress
* Closely monitoring and supervising network infrastructure of the company
* Analyzing daily, weekly & monthly service performance reports and initiating service improvement drives to achieve agreed service level
* Meeting deliverables like service availability, agreed SLA, capacity utilization, capacity requirement reviewed periodically with necessary action or SIP implemented across all IT teams

**Jul’04 - till date: HotelTravel.com, Bangkok, Thailand (part of MakeMyTrip Limited (NASDAQ:MMYT))**

**The Growth Path**

Jul’04 - Dec’04 Senior System Analyst

Jan’05 - Oct’06 IT System Manager

Nov’06 - Oct’11 IT Manager

Nov’11 – Apr’ 15 IT System Director

**Key Result Areas**

* Supervising the day-to-day functionality of the IT team based in Bangkok & Phuket
* Heading a team of 40 members including Software Development Managers, Project Managers, UI and UX Manager, System Manager and Developers
* Overseeing:
* Business analysis activities and defining best practices to be implemented in the region
* IT functional analysis and defining new systems platform
* Accountable for delivering IT service as agreed with customer
* Functioning as Technical Architect of HotelTravel.com, both web and mobile platform
* Ensuring deployment and monitoring of projects, collaborating with Project & Software Development Managers and reporting periodically on project progress
* Closely monitoring and supervising network infrastructure of the company
* Analyzing daily, weekly & monthly service performance reports and initiating service improvement drives to achieve agreed service level
* Meeting deliverables like service availability, agreed SLA, capacity utilization, capacity requirement reviewed periodically with necessary action or SIP implemented across all IT teams
* Carrying out performance reviews (KRA/KPI) of the team every 3 months

**Feb’04 - Jun’04: JSG Co. Ltd., Bangkok, Thailand as Project Manager**

**Jan’01 - Feb’04: Ciber.com, Bangalore**

**The Growth Path**

Jan’01 - Dec’02 Software Engineer

Dec’02 - Oct’03 Project Leader

Oct’03 - Feb’04 Solution Analyst

**Jun‘00 - Dec’00: Prime InfoTech Ltd., Bangalore, India as Software Engineer**

**Significant Accomplishments**

* Pivotal in saving US$ 5 Million through innovative approaches such as moving the datacenter from one location to a different location.
* Build/Architected the core engine to handled 100+ Million request a day.
* Build/Architected the cache layer to handled 800 request/sec.
* Essayed a key role in overcoming data center migration challenges during the execution of projects.

**Major Projects**

**At JSG CO Ltd., Thailand as Project Manager**

**Project: E-Libary**

Client: Somappa, Thailand

Technologies: ASP.Net, VB.NET, C#

Database: SQL Server 2000

Team Size: 24

Summary: E-Library, an integrated multi-functional software solution for the library. Provides solution for integrated library and management information and aims at integrating a large library under one umbrella through this solution. The architecture is highly modular hence allowing a plug and play approach for the various modules.

**Role:**

* Conducted requirement study and designing
* Monitored IT functional analysis and defining of the new systems platform
* Resolved all technical issues for the entire lifecycle of the project
* Extended technical support for the project

**At Questech India Ltd., India as Solution Analyst**

**Project: Management Reporting (Phase 4)**

Client: Peguform, Germany

Technologies: ASP.NET, C#

Database: SQL Server 2000

Team Size: 14

Technologies: ASP, JavaScript

Database: SQL Server 2000

Team Size: 10

Summary: Management Reporting (MR) designed for Peguform, is a financial reporting tool. It binds the globally obtained information and presents various reports to the management. These reports are financial in nature and unique in the sense they are designed to meet the specific.

**Role:**

* Functioned as a Team Leader and carried out detailed requirement study & designing
* Rendered technical support
* Facilitated extensive interaction with clients on product development issues
* Extended online support during deployment

**Project: Ebas**

Client: DHIT, Thailand

Technologies: ASP.Net, C#

Database: SQL Server 2000

Team Size: 24

Summary: EBAS, a solution tailored for manufacturing industries to enable them to streamline their processes. It includes Finance, Sales, Purchase, Inventory, Quality and Human Resource Modules aiming at integrating a large enterprise under one umbrella. The architecture is highly modular hence allowing a plug and play approach for the various modules.

**Role:**

* Effectively managed the inventory module
* Coordinated with the clients on a regular basis

**Project: EIS (Executive Information System)**

Client: Americana, Kuwait.

Tools & Packages: ASP, VBScript, JavaScript

Database: SQL Server 2000

Editor: Visual Interdev

OLAP: SQL Server 2000 Analysis Server

Web Server: IIS

Team Size: 15

Summary: The executive information system is a reporting tool use to analyze the current data with historical data. It fetches data from different POS (Point Of Sales) spread geographically and update database automatically using DTS (Data Transformation Services). From the available data various analysis reports can be generated. Feature of the system includes generation of user-defined report, Charts, Excel Pivot table.

**Role:**

* Responsible for database designing
* Looked after designing & development of MDX queries

**Project: Q-Share**

Client: Ciber.com

Tools & Packages: Lotus Domino R5

Team Size: 4

Summary: Q-Share is an application where knowledge is shared among the software developing community which includes two different processes involved a) Storing problems and solutions b) Post questions and publish to the group to which the members respond and the right answer is posted to the question bank. The site is made using Lotus Domino R5.

Role: Handled complete development of the project.

**At Prime Infotech Ltd., India as Software Engineer**

**Project: Hospital Search**

Client: WallNut, UK

Technologies: ASP, JavaScript

Database: SQL Server 2000

Team Size: 5

Summary: Hospital Search is an application where a user can search for the hospital with vacant beds and rooms. It will also provide address of the hospital .User can search the hospital according to country, city and state.

Role: Handled complete development of the project.

**ACADEMIC DETAILS**

* B.Tech. from Karnataka Regional Engineering College (Now NITK, Surathkal) in 2000

**PERSONAL DETAILS**

Date of Birth: 5th January, 1979

Languages Known: English, Hindi and Thai