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Experience Summary

- Over 17 years of IT experience in IT strategy, end to end design and architecture (Enterprise, Solution, Data, Technology and Infrastructure), Consultancy, application development and support in eCommerce and Telecom domain.
- Over 8 years of experience of working with senior business leaders (CTO, COO, CMO and CFO) to provide business aligned IT solutions.
- Wide experience in building large scale eCommerce application and Datawarehouse which includes full life cycle of software development, solution design, architecture and consultancy.
- Experience in leading teams to create architectural strategy, solution design, technology roadmap, work closely with business stakeholders, technology partners, provide technology leadership, governance and support throughout the project lifecycle from concept to implementation.

Employment Summary

July 2015 – Current	giffgaff/Telefonica	Chief Architect
April 2013 – June 2015	giffgaff/Telefonica	Enterprise Architect
Dec 2011 – Mar 2013	giffgaff/Telefonica Digital	Technical Architect
June 2009 – Nov 2011	Tesco Mobile/Telefonica UK	Head of Data
June 2008 – May 2009	O2 UK/Tech Mahindra	Project Manager (Technical)
Aug 2005 – May 2008	O2 UK/Tech Mahindra	Application Architect
Nov 2002 – July 2005	O2 UK/Tech Mahindra	Senior Developer
Aug 2000 – Oct 2002	British Telecom/Tech Mahindra	Application developer

Technical Experience

- **Domain:** eCommerce, Mobile, CRM, BI, MVNO.
- **Architecture Framework:** TOGAF
- **Architecture Style:** Microservices with Continuous integration and delivery with DevOps.
- **Design Tool:** Visio, Lucid Chart, Enterprise Architect, Web Sequence Diagram
- **Programming Language:** Java, Python, PL/SQL, Shell script, ASP, Angular, Oracle forms, VB script, Java script.
- **Framework:** Spring, Spring Boot, Spring Cloud, Junit, Mockito, Cucumber.
- **Container technology:** Docker with Kubernetes.
- **Build Tool:** Maven
- **Operating systems:** Unix, Linux, Ubuntu.
- **Cloud:** Amazon Web Service(EC2, S3, Lambda, EBS, EFS, RDS, Data pipeline)
- **Databases:** Relational (Oracle, SQL Server, MySQL), Datawarehouse(Redshift), NoSQL(DynamoDB).
- **Integration:** JSON with REST, SOAP, batch integration
- **Project Management methodology:** Agile, Scrum, Waterfall.

Educational Qualification

2010 – 2012	Cass Business School, London	Executive MBA (First Class)
1997 – 2000	Jadavpur University, India	B.Tech. in Instrumentation and Electronics (First Class).

Professional Experience

Chief Architect

giffgaff/Telefonica

July 2015 – Current

- Instrumental in defining giffgaff Technology strategy especially for its eCommerce platform which serves more than 3 million customers. I made some key decisions, moving infrastructure to the cloud, more automation to support continuous deployment with Microservice based architecture, building real time analytics capability and move towards a DevOps culture.
- Led the selection process of technology stack (Angular2 in front end, Spring Boot in back end, a new headless CMS Hippo, AWS as cloud infrastructure, Docker as container with Kubernetes as container management platform with Jenkins as continuous integration server) to realize the above technology strategy.
- Worked closely with CTO and other stakeholders to create an Enterprise Architecture governance framework to ensure the process is fit for purpose in an ever growing agile environment. This is to ensure various product teams and technology partners follow best practices with common technology stack and deliver products/new features faster without duplicating capabilities.
- Lead and build a successful team of Solution, Data, Application, Infrastructure, Technology and Platform architects. Mentor and guide engineers from product delivery teams and share the common technology vision to get their buy-in.
- Led the initiative of selecting a new payment gateway. I was involved from very beginning, helped writing the business case, led the RFP process to select the vendor, architected the solution, worked closely with internal product teams and 3rd party partners to integrate the new payment gateway and migrated complete customers base onto the new payment gateway.

Enterprise Architect

giffgaff/Telefonica

Apr 2013 – June 2015

- Perform gap analysis of existing and future enterprise architecture based on business strategy and recommended architectural change and introduction of new applications and technology stack. This includes capacity forecasting and management of giffgaff's key IT systems to support its future growth strategy.
- Lead the Architecture team in enterprise wide PCI compliance programme and security hardening as giffgaff became tier 1 merchant.
- Lead the Technology area to support giffgaff's international expansion. It included choosing the technology stack, building new applications, supporting infrastructure, and governance model and delivery methodology.
- Deliver end to end design and architecture of "Handset" project, giffgaff's biggest IT project since its launch. This included supplier's capability evaluation, technology evaluation, business requirements and analysis, infrastructure, application and data design with necessary artefacts and governance model.
- Design vital enterprise capabilities which include disaster recovery of key giffgaff IT systems, order management, loan interface by creating business case with

benefits, costs and efficiency measures. This involves working closely with “Head of Development”, “CTO” and “CFO” of giffgaff.

- Involve in business requirements and analysis, design end to end solution with technology and process and get them delivered by various suppliers and ensure they fit within the giffgaff IT architecture. This requires working closely with business stakeholders, 3rd party suppliers, the programme team and the product owners within giffgaff.
- Provide consultancy to the wider business about technical capabilities and how they can be used to support business objectives. It includes initiated a “Big Data” capability proof of concept to show business about future trend in technology and how it can support to achieve business goals.

Technical Architect giffgaff/Telefonica Digital Dec 2011 – Mar 2013

- Responsible for providing end to end design and architecture for new initiatives within giffgaff which includes using multiple technologies and managing multiple stakeholders.
- Filled the gap of “Portal Architect” with responsibility of overall architecture of giffgaff.com which is a 3-tier web based application supporting more than one and half million customers every month.
- Led the design, development team and suppliers in migrating giffgaff.com portal to a new data centre and hosting provider within 4 weeks without any technical glitch.
- Proactively developed some complex scripts (Unix shell script, PL/SQL scripts) which are used to analyse large set of data and used by Operations to identify any immediate issues.
- Guide new members within technology team and provide them with functional, business and technology knowledge to ensure they can be productive within short time.
- Well familiar with Agile development methodologies and associated tools which are used for giffgaff web portal development. Also familiar with Waterfall development methodologies as it is used by some 3rd party suppliers.

Head of Data Tesco Mobile/O2 UK June 2009 – Nov 2011

- Delivered Tesco Mobile data warehouse initiative on time, within budget without any technical glitches and with minimum impact on business continuity. This included defining database strategy, creating business case, supplier management, client management, solution design and delivery.
- Defined future strategy of data warehouse and presented to board to explain how it could help business to solve some of its on-going problems and support future initiatives and save associated cost.
- Initiated a new project within business to implement a reporting solution for data warehouse which enables business users to analyse data and thus reduce dependency on database analyst team.
- Provided a strategic solution to business when iPhone 4S was launched without which it wouldn't have been possible for Tesco Mobile to launch iPhone 4S on time.

Project Manager(Technical) O2 UK/Tech Mahindra June 2008 – May 2009

- Managed a team of 20 professionals spread across the UK and India to provide design, development, support and implementation of various prepay projects for O2 UK Ltd.
- Involved in stakeholder management, identifying risks, dependencies, bottlenecks and issues.
- Prepared project plans, reviewed delivery progress in all areas and kept track of efforts spent on each release.
- Managed resource planning to ensure best possible resource utilization and financial profitability.

Application Architect O2 UK/Tech Mahindra Aug 2005 – May 2008

- Provided solutions for various marketing propositions, financial reporting and data required by other systems.
- Instrumental in making TEDs prepay system a strategic system for O2 UK by modifying existing architecture.
- Established a professional relationship with key stakeholders including 3rd party suppliers to ensure timely delivery of various projects and fast response for any issues and adhered to SLAs.
- Mentored a new team and coached them when prepay system was outsourced.
- Acted as a single point of contact for any system related query and provided solution how it could be used for other areas in business.

Senior Developer O2 UK/Tech Mahindra Nov 2002 – Jul 2005

- Designed and developed a bespoke job scheduler for prepay system and migrated approx. 150 batch jobs.
- Designed and developed a churn model to predict possibility of customers to leave the network.
- Trained new team members about the functionality of the system and to provide day to day support activity.
- Redesigned different processes to ensure they are optimized for future growth and could be supported easily.
- Investigated different issues related to various projects and day to day operational issues and manage them within stipulated SLAs.

Application Developer British Telecom/Tech Mahindra Aug 2000 – Oct 2002

- Wrote low level design documents, procedures, packages, and unix shell scripts.
- Developed screens using ASP, VB Script and Java Script and reports using Segate Crystal Reports.
- Developed database components like procedures, functions, triggers, PL/SQL blocks.