**Professional Summary**

A Technical Project Manager with 15 years of experience in IT Service Management (ITSM), primarily in **Capacity Planning**, **Infrastructure Engineering/ Project Management , Incident & Problem Management**, **Technical** & **Applications Management**. PMP and ITIL V3 ITSM certified professional.

**Skills**

* Dedicated to meeting/exceeding the expectations of customers
* Have the ability to analyze/understand complex problems, make sound technical decisions/recommendations, and communicate solutions in a proactive manner. Slashed infrastructure costs 30% by negotiating pricing and maintenance fees, while ensuring the continuation and enhancements of services
* Possess excellent organizational, interpersonal and project management skills. Consistently delivered all technology related projects, service operations on-time and within budget
* Demonstrated expertise in problem solving and restoring normal operations. Saved millions of dollars to clients in paying as penalties to federal and state regulatory agencies
* Technically directed and managed a multi-disciplined infrastructure engineering team in the Planning, Design, Development and Test of the new systems. Directed activities starting at product conceptualization and concluding with a successful transition to production and a satisfactory performing system in the field. Directly interacted with Program Management, Quality and other support organizations.
* Demonstrated independence, creativity and initiative and the ability to master a solid understanding of the company’s architecture and its business goals
* Ability to form strong cross-functional relationships to provide the ability to lead a sizeable project team, taking the project from start to finish
* Demonstrated a breadth and depth of understanding system integration, cost/time impact. Possess strong analytical and problem solving skills
* Worked closely with QA to define test plans and test cases for mission critical applications
* Excellent influential communication skills and business acumen to both an arbitrator and advocate for technical issues. Expert in assessing business impact caused by system outages
* Proven ability to share knowledge with more junior team members via a formal mentoring relationship, reviewing code/ design, etc.
* Strong hands on experience in interfacing with internal groups, customers and partners
* Demonstrated success in managing people at onsite, off-site and also at offshore locations
* Maintained expertise by staying current through training and conference attendance on current industry standards, best practices, and new technology directions
* Ability to effectively prioritize and execute tasks in a high-pressure environment
* Can handle multiple demands with a sense of urgency, drive, and energy
* Ability to motivate successful team behavior and demonstrate technical leadership
* Very technical and technologically savvy

My approach to IT Management is to always ask the question “**Can we do it better, faster and within the scope**?”

**Professional Experience**

**Nov’10 – Present** **FairPoint Communications**, Manchester, NH

As a **Manager of Capacity Planning and Engineering**, my role in the IT organization is to establish and manage an enterprise infrastructure Capacity Planning program. Main goal is to ensure that the capacity of the IT infrastructure matches the evolving demands of the business in the most cost-effective and timely manner. Analyze performance data (real-time and historical) to identify bottlenecks, performance issues and recommend alternative resolutions. Perform statistical analysis and predictive modeling - to identify the trends and reveal the impact of changes on business, before service levels are threatened. Evaluate performance of system platforms; work with operational and engineering personnel to determine optimum configurations. Deliver optimal business service performance by optimizing capacity across all data center resources, including physical and virtual servers, databases, storage, applications, middleware, networks, facilities, and more. Establish and manage **IT Asset Management** process and actively engage in Infrastructure Projects management. Improve service quality by delivering the right information to the right person at the right time for strategic decision making purposes.

**Nov’08 – Sep’09** Instos, Inc. / **Department of Defense** (**DoD**) - **US Army**, Rockville, MD

Serving as a bridge for the congressionally mandated Department of Defense (DoD)/Veterans Affairs (VA) interoperability program, the **Medical Records Separations Processing** (MRSP) is a initiative designed to provide Soldiers transitioning from the US Army an electronic copy of their medical record in a secure and transferable format that is interoperable with the on-going efforts of the DoD and the VA. The MRSP System will be deployed at over 170 US Army Transition Centers (CONUS & OCONUS).

As a **Sr. Infrastructure Engineer/ Manager**, I engineered a highly efficient end-to-end infrastructure solution for this project. *Responsibilities*: Capacity Planning; System Design; Evaluation of Systems performance; Benchmarking (criteria & results); Device Selection; Systems Integration/ Building; DIACAP Implementation; perform Security Readiness Reviews using DoD DISA Gold disk and Retina Network Security Scanner; System Implementation at various US Army installations; Information Lifecycle Management (ILM Policy, Infrastructure, Operations); Building a mini data center environment, which includes power, cooling, UPS, PDU’s, KVM’s, etc.*Technology & Infrastructure used*: VMware ESX 3.5, Windows Server 2003, SQL Server 2005, CommVault 8.0, Dell PowerConnect Switches, PowerEdge Servers, EqualLogic PS6000 Series iSCSI SAN Storage Array, PowerVault TL2000 Tape Library, ATEN KL9108M KVM, EMC Captiva, Kofax

**Aug’09 – Sep’09** CNI, Inc. / **US Food and Drug Administration** (**FDA**), Silver Spring, MD

FDA is in the process of establishing an enterprise wide initiative that involves implementation of industry recognized interoperable standards to exchange information between systems inside the FDA and organizations outside the FDA via their **HL7 Data Exchange Service** (DES) program. This initiative covers implementation of HL7 Version 3 standards to, both, information exchange and storage through programs like Harmonized Inventory, MedwatchPlus, Janus, and Regulated Product Submission (RPS).

*My role*: Infrastructure Engineering, Capacity Planning, Sizing (worked as a part-time consultant).

**Apr'02 – May’08** Instos, Inc. / **Verizon Communications Inc**, Arlington, VA

**Wholesale Production Support** (WPS) was created to bridge the process and procedural gaps between applications development, engineering, and operational areas for application implementation control and support services. WPS was responsible for the day-to-day operation & maintenance, service delivery and support of Verizon’s mission critical applications, most of which implemented on SOA platform.

As a **Technical Project Manager**, my main goal was to ensure that the level of service availability delivered in all services is matched to or exceeds the current and future agreed needs of the business. *Responsibilities*: Help maintain, manage the Availability, Incident & Problem and Capacity Management processes. Plan for required measures based on availability requirements. Determine the actual availability (on a monthly, quarterly, and yearly basis). Maintain Service Reliability. Anticipate, detect, diagnose, resolve and recover from failures. Ensure the external suppliers are providing agreed level of support. Assist in creating and maintaining of SLA's, Underpinning contracts and OLA's. Work with Neighborhood watch and Operations teams to maintain accurate and valuable monitoring. Ensure that all team members understand and follow all standard operating procedures. Gain control of maintenance chaos by applying ITSM discipline to Production Support environment. Provide insight into production support work through measurement and analysis. Troubleshoot issues through all layers of connectivity. Provide support for Java applications. Resolve BEA WebLogic application issues. Manage WebLogic clusters. Assist in configuration & tuning of UNIX systems. Help resolve issues with HA, BCP. Coordinate with Vendors, Business, Operations and Middleware teams. Plot distributed system connectivity diagrams. Maintain System Availability of mission-critical applications above 99.95%. Build and manage teams (onsite & offshore); Interview people, train selected new hires at offshore facility and also provide them an opportunity to rotate at onsite locations.

**Nov'01 – Mar’02** Instos, Inc. / **Verizon Communications Inc**, Arlington, VA

**Network Metrics Planning** (NMP) - The purpose of this Portal is to provide a mechanism to the Wholesale Business Unit to generate various metrics reports required for compliance with the FCC and other state regulatory agencies. I was primarily responsible for Capacity Planning of various domains in the data warehouse (one of the largest). I also developed and maintained Source File Management systems for Provisioning, Billing and Maintenance & Repair domains.

**Feb'00 – Oct’01** Instos, Inc. / **Verizon Communications Inc**, Arlington, VA

As part of **Capacity Planning** & **Infrastructure Engineering** group:

• Derived IT service and capacity requirements from specified business requirements

• Actively involved in planning, analyzing, sizing, and optimizing capacity to satisfy demand in a cost effective and timely manner. Analyzed patterns of business activity and user profiles

• Performed analysis, trending, forecasting, modeling based on resource utilization and workloads

• Determined the software and hardware configuration required to handle a certain user load

• Proactively corrected shortfalls in the provision of required levels of capacity and performance

• Provided satisfactory service levels to users in a cost-effective manner

• Reduced the frequency and duration of IT capacity failures

• Provided better validation and justification of IT spending

**July’99 – Jan’00** World Tech. Corp. / **JPMorgan Chase**/ Sun Microsystems, NJ

As part of **Data Center Operations** group I was involved in OS upgrade (Solaris 2.6 to 7).

**Apr’99 – July’99** World Tech. Corp. / **DataSource Inc**, Silver Spring, MD

I worked as a UNIX System Administrator.

**June’97 – Mar’99** **Comiga Communications Ltd.**, Hyderabad, India

I worked as a Systems Engineer.

**Hardware**: **Sun** SPARC Enterprise Servers 10000, 6500, 5500, 5000, T5440. **EMC** Symmterix

**IBM** pSeries 615 Model 6c3, RS/6000 Servers S70, S80, H80, R40, P5, HS20

**HP** XP24000, DL980 G7, 9000 Server - K, L, N, and V Class, BL460, rx8640

**DELL** PowerConnect Switches, PowerEdge Servers, EqualLogic PS6000 Series iSCSI SAN, PowerVault TL2000 Tape Library

**Application Software**: WebLogic, WebSphere, CORBA/ IONA Orbix, WebSphere MQ, AS/400, EDI, PGP, Microsoft IIS, iPlanet, CommVault 8.0

**Protocols**: FTP, SSL, and SNA (NDM/ Connect: Direct – Sterling Commerce)

**System Mgmt. Tools**: BMC Patrol, Remedy ITSM, Wily Introscope, HP OV GlancePlus, NetIQ AppManager, Solarwinds Orion, InfoVista VIN, VMware Capacity Planner

**Operating Systems**: AIX V6.1, Solaris 10, VMware ESX 3.5, HP-UX 11i v3, Red Hat Linux v9, Windows

**Languages**: C, Shell and Perl Programming

**PM/Collaboration tools**: Microsoft Project, Microsoft Office Visio, SharePoint

**Industry Certifications**

Project Management Professional (PMP), Project Management Institute

ITIL V3 Foundation in IT Service Management

**Education**

B.E. (Bachelor of Engineering) from Gulbarga University, INDIA.

**Awards & Recognition**

Received Best Project award for the WPS Project and also a certificate for ‘Outstanding Performance’

**Status**

United States Permanent Resident