### **Jagdish Sharma**

# **AWS Certified Cloud Practitioner**

**Implementation/Deployment Manager – Cloud Migration**

**Ph. : 07931180325**

**E-mail :** [**jagshar@gmail.com**](mailto:jagshar@gmail.com)

**Career Summary**

A seasoned Implementation/Deployment Manager with 13 years’ experience on large and complex IT transformation programmes. I have managed the E2E implementation of Software as well infrastructure projects in an on-premise, hybrid, personal and public **Cloud** platform. Currently working with Lloyds Bank as Implementation manager since 2016. Majority of these projects were implemented using Agile/ Scrum methodology in multiple sprints.

Currently working on Cloud services implementation/migration in a hybrid cloud setup. I have hands on experience of creating stacks using AWS **CloudFormation** using JSON and YAML templates. Also worked on the configuration of AWS **S3,** AWS **EC2,** AWS **CloudWatch** and configured resource securityusing AWS **IAM.** I am an AWS Certified Cloud Practitioner. I am responsible for ensuring that all change governance and compliance required for smooth cutover to Cloud are covered for each migration sprint.

Worked on My key Implementation responsibilities in this role are as follows:

- Identify and document all task required for end to end solution implementation/migration to Cloud

- Engage and co-ordinate with Cloud architect, developer, testers, business, infrastructure, security resources to ensure that all planned tasks are completed, and changes are implemented as per the design and implementation plan

- Review the Cloud design document and test plans and identify any gaps based on the capabilities offered by the Cloud based solution i.e. data replication across multiple AZ, Disaster recovery capability

- Ensure that the test environments are set up using the AWS CloudFormation and same is replicated for creating the Production environment in the public cloud

-Identify any pre-requisite Cloud set up tasks before the solution can be implemented in production environment and ensure that these tasks are progressed as per the implementation plan

- Engage the Cloud service provider in case any issue in creating the required services as per the Cloud capability committed by the supplier

-Ensure that business is fully updated for the services we are migrating to Cloud, impact and benefits. Also, agree any outage required on the business applications for the Cloud migration work

- Manage the Command and control of all Cloud migration/ implementations events on weekends or Out of hours to minimise the impact of service outage

- Checking and ensuring that the services in Cloud are configured for scalability and cost optimization and all compliances are signed off before the service goes live in Cloud infra.

**Other responsibilities as implementation manager are as follows:**

1. Implementation strategy and planning for Monthly and Quarterly Production releases
2. Implementation strategy and planning for Production deployment of new systems (Big data Hadoop)
3. Raising production Change records in ServiceNow
4. Clash management of the change records with other changes and Change freezes
5. Presenting the production change in CAB forums
6. Agreeing any system outages for the production release with business
7. SoE (Schedule of events) for the production release including backout process
8. IT and business Command & Control for the production release
9. Co-ordination with the Scrum Masters/ Scrum teams/ Product owners for deciding the scope of production release based on the sprint plan and product backlog
10. Chair weekly call to track the progress of release milestones (Build/ SIT/NFT/ UAT) for release health checks
11. Track the progress of Pre-requisites tasks for the release (test sign off, data waiver etc.)
12. Chair Go/No Go checkpoint calls before the production release to assess readiness
13. Chair status update calls on the day of production release
14. SoE walkthrough with IT and business stakeholders
15. Arrange IT (DBA / Linux / MQ/ C:D) resources for release tasks
16. Arrange Business testers for post -Implementation testing
17. Co-ordinating the release Dress Rehearsal /Dry run in the pre-prod environment
18. Running the command and control on the day of release and send status E-mails/SMS to all stakeholders
19. Co-ordinate handshake between two systems on the Go Live day in case there is deployment dependency between them
20. Activate Escalation Matrix for the release if required
21. Identify and manage any Risk/ Issues/ Dependencies for the release
22. Weekly Management reporting on the status of release for senior IT and business stakeholders
23. Incident management during warranty period after the release Go live
24. Co-ordinate the mandatory Disaster Recovery (DR) test
25. Conduct post-implementation review and lessons learnt for release process improvement
26. Maintaining the forward release schedule and review it with business /IT stakeholders monthly

Experienced in implementation in an ITIL compliant agile environment using **Agile/Kanban/ Scrum** tools **(JIRA/Confluence/Service Now**). I have worked on both - the application as well as infrastructure upgrade releases. Experienced in managing the Service transition / Service Introduction governance of quality gates before implementing the changes in production environment and acceptance by BAU production support teams.

I have managed the implementation of parallel releases from multiple projects/ IT vendors delivering multiple **user stories/sprints** in an agile set up. These user stories included the incremental changes for the large programmes as well as well as small changes and live incident fixes. Responsible for maintaining the forward schedule of releases and clash management with the change freezes and change restrictions periods in the bank wide change calendar

My experience spans across a broad technology landscape – Big Data Hadoop (Horton works), **KAFKA**, **Spark streaming** from source business applications using Mainframe DB2, AS400, SQL and Oracle databases of Digital systems, **Oozie**, Real time delta streaming using **IBM-Infosphere CDC**, Attunity replicate CDC, Connect direct, IBM WAS, MQ, Oracle, TWS, SOA, Data power, SAP, Digital (tablet/Mobile), Windows desktop systems. I have managed large multi-project; multi-systems change releases being delivered by multiple IT vendors. These included the large compliance programme changes (**GDPR, IFRS, FATCA, CRS**) as well as the BAU production fix releases.

Worked with Lloyds bank for 3.5 years in Bigdata Hadoop, GDPR and CRS programme implementations.

### **Tools and Technologies:**

ServiceNow, Hadoop(Hortonworks), IBM-Infosphere CDC, Attunity replicate, spark streaming, KAFKA, HBase, Hive, JIRA, Confluence,MQ, WMB, C:D, Oracle, ALM HP-Quality Centre, BladeLogic, Urban Code, Remedy, ServiceCentre, CM-Synergy, Mainframe, Tivoli Work Scheduler (TWS), NEXUS, DTU, Putty, FTP, MS-Office, Visio, MS-Project

**Professional Experience**

#### **Lloyds Banking Group ( 3.5 years)**

#### **Release/ Implementation Manager (May’2016 - Current):**

1. **Cloud Migration / implementation FATCA Services:**

The bank is migrating the services to Cloud. The migration is driven by Cloud technical committee which is responsible for drawing the roadmap for migration and getting architecture defined for each migration sprint. I am working as wider Cloud migration team to ensure that each Cloud migration event has an implementation plan and all tasks and pre-requites are capture, all tasks go through the service introduction gateways, all mandatory approvals are secured, all candidates services for Cloud migration are appropriately tested in Functional and non-functional sense in a like for like Cloud Environment. Engage all relevant technical teams – Architect, Developer, Tester, Security and business- working in the Cloud migration project.

Once the solution is implemented in Test Cloud, I check all configuration and ensure that AWS CloudFormation templates have the latest updates and latest version is available.

I have worked hands on configuration for the following services AWS S3/EC2/EBS/ELB/Lambda and CloudWatch.

1. **Big Data Hadoop (Hortonworks) Implementation – Enterprise Data Hub**

Lloyds is developing a Enterprise data hub which will become the single source of data for MI and regulatory reporting. I have been involved in implementation of file based / Sqoop a and Realtime **SPARK** steaming of delta feeds using the **KAFKA/CDC- IBM Infosphere** and **CDC – Attunity replicate.**

Release Managed data refresh from insurance systems (Huon, StAcs, StQuotes, GICC working on midrange ( AS/400 platform) to Big data Hadoop for IFRS Insurance programme using snapshot and mirroring in CDC tools (IBM infosphere CDC) and **KAFKA** to land the data in **HDFS** and Raw and schema layers for consumption by IFRS programme. The whole process involved agreeing the outage on these systems with Business, writing SoE, organising project and business resources for various tasks and data quality tests, support rota, communication and escalation plans, change record, CAB presentation and approvals and GO/NO go checkpoint calls with IT and business stakeholders.

Release Management of data refresh from Mortgage systems MSP and ICBS (Birmingham Midshire) to Big data Hadoop using KAFKA/ CDC/ Spark streaming to deliver data in Raw and Staging layers (Hive). This data was to be used by Machine learning programme for predictive analytics

Managed the proving of end-to-end connectivity on a newly built Big data Hadoop platform from code deployment to data transfer using Sqoop/file based transfer using various batches from File gateway to Web HDFS (staging layer) raw layer, schema layer(Hive) by running data transfer jobs/ oozie workflow and checking that data is getting populated in Hive and HBase. Also proved the real time delta feeds streaming using KAFKA to **HBase** and Hive with CDC tools (IBM infosphere and Attunity replicate).

Managed the refresh of historical data from insurance systems hosted on legacy mainframe platform, switching on the live streaming using KAFKA and Infosphere CDC and Attunity replicate.

Engaged the infrastructure resources from within the bank and Hortonworks for configuration and software upgrades.

Main activities were writing **SoE,** creatingChange records on **ServiceNow**, **CAB** presentation, Service introduction, implementation Resource mobilisation and resource rota preparation, **Command & Control**, **Escalation Matrix** for weekends and overnight implementation, handover to BAU service management/ Run the bank team once the implementation is completed

1. **GDPR – Legal and Regulatory Compliance Project**

Worked on the Consent and DPN capability under GDPR programme. This project required compliance with the EU data privacy regulations. It required changes to 140 applications in various business areas in the bank including Group functions, Retail, Commercial, Digital, Insurance, Risk and Finance.

These application changes were delivered in multiple **sprints** by various business units using the Agile /Scrum methodology. The Release and spring backlogs were used for release planning.

I was involved in writing the implementation strategy, Implementation event planning, Command and control on the implementation day, escalation in case of back out, dry runs, getting CAB approvals, Clash management for simultaneous changes on the same systems, running the implementation readiness and business testing update calls post the implementation, Go/No Go calls and ensuring that all tasks in the SoE are executed as per plan without impacting the live service.

1. **CRS- Legal and Regulatory compliance project**

This is am HMRC mandated regulatory programme where the bank need to classify all customer for reporting to HMRC. The projects required building a classification engine on big data Hadoop to Sqoop data from the legacy customer management platform and classify all the customers’ accounts for compliance. This project required changes to various production services in the bank like PEGA, SOA, CAPTIVA, Doc etc.

The delivery on these systems were made by different IT vendors as part of the same implementation events. Some of the changes were deployed as dormant awaiting the deployment by other systems. Once all the changes were delivered an end to end test was organised for business to verify the solution suitability for service introduction.

I was involved in ensuring the resources for implementation, running weekly implementation forum with delivery teams, SoE, Change record, slot records on Remedy, maintaining a roadmap of the releases, reporting the implementation progress to IT and Business stakeholders during the implementation events by mail and text messaging service, engaging the incident management and TRMs in case of any environment issues during implementation.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

#### **Barclays Bank – Payments Programme (CustD)**

#### **Role: Environment and Release and Manager (Mar-2013 – May-2016)**

I planned, scheduled and deployed the releases in the integrated test environment landscape. Once the releases were SIT/UAT tested, I was involved in the production implementation. The key activities involved in establishing the environment requirements for each release, engage the Infra teams to add any new servers, MQ, C:D etc required for testing the solution.

CustD is a Java application using WebSphere, MQ, Connect Direct, UNIX and Oracle DB at the backend. Technical infrastructure for environments is built on WebSphere on Unix, Oracle on Linux and IBM-MQ and Connect direct on AIX, Web message broker, Informatica ETL, Ab-initio ETL, Mainframe, Tuxedo, Rainstor, etc.

The key responsibilities are:

* Work with the solution designers and test teams to identify environments elements required for SIT/NFT/UAT of the release
* Organise the data refresh in the test environments after a major release to ensure that data in Prod and Test is in sync
* Organise the Data masking before the data is refreshed in the test environments
* Organise the Environments creation with help from Infrastructure teams
* Book the infra team resources for any infra structure related work
* Run weekly calls with release management, test management, business and service management to monitor if any new environment requests are coming
* Book the production implementation date in the release calendar for corporate systems (ATC)
* Organize the dress rehearsal / Dry run with Level 2 support teams in the pre-prod environment to practice the deployment and roll back
* Plan and Schedule software code releases in different test environments. Take the necessary approvals from the testing teams and ensure the environment is usable after the code deployment.
* Enforce the entry criteria before the code is deployed from one test environment to the next one. Ensure that the testing has been signed off by the appropriate teams before it can be deployed in production environment
* Keep a record of all the patched deployed in the test environments and ensure that the same is deployed in the UAT/production environment to pre-empt any deployment issues in LIVE
* Ensure that all environments are kept at the correct Version of application hosted on them
* Ensure that all MQ, Unix, DB et. Have correct version of build on them
* Ensure that any new test environment provisioning requests are attended to
* Daily start of the day morning checks on the test environments before the testing start
* Work with the infrastructure teams to resolve any integration defect/issues in the test environment
* Check and confirm that the batch processing has completed successfully and within the given SLA during OAT
* Monitoring of disk space and important parameters to ensure that environment doesn’t go down due to avoidable reasons
* Raise the Change requests for any new environment provisioning with infrastructure teams and track the progress until completion
* Planning and scheduling the code release in various test environments based on the requests from test and development teams
* Organized Entry criteria calls before code could be deployed in various environments
* Reviewed the release notes provided by the development teams to understand that the instructions are adequate for code deployment
* Raised CRs to engage the WAS, MQ teams if any WAS and MQ changes are required for code deployment in a particular release
* Schedule the tasks for various teams in accordance with the deployment instructions.
* Maintain a record of all the code patches deployed in the test environments and ensure that L2 teams include them in the build plan for production and DR environment
* Plan and Schedule software code releases in different test environments
* Resolve the environment defects raised by testers in HP-QC during testing
* Schedule any infrastructure version upgrades and security patches in the environment
* Keep the CMDB up to date with all software and infrastructure versions for all environments
* Ensure that the infrastructure versions (Unix/Oracle/WAS/MQ) in test environments are at same level as production
* Control user access to environments through Service Now approval process
* Raise CRs and co-ordinate infrastructure provisioning in Prod/DR after it is signed off in test environments
* Maintain the record of software versions/configuration of various application in the e2e test landscape
* Ensure the support resource availability in offshore and onshore working hours and organize weekend or out of hours test support with DBA and other infrastructure teams
* Impact analyse all application and Infrastructure CRs in the E2E test landscape and approve / disapprove based on the impact on on-going release schedule
* Support periodic DR rehearsal and OAT batch SLAs monitoring before go live in pre-prod environments

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

#### **Royal Bank of Scotland - SAP Banking (Deposit Liquidity Engine)**

#### **Role: Implementation specialist (Apr-2011 to Feb-2013)**

RBS implemented SAP Banking DLE Corporate deposit products. The program involved integration of the Deposit liquidity Engine with the legacy core banking and payments systems. Involved in the project from Business blueprint stage to PRD Transport.

SAP Business warehouse was to transfer the files using C:D interface to core banking and WMB was introduced for the first time in the bank for customer enquiries response in real time.

The key responsibilities were:

* Managed the setup of clients (000,001,200(CUST), 210(SAND), 300(QTST), 310(TRNG), 400(PROD), 410(PPRD) and 066(Early watch Client) in Three system (Dev, PRD and QAS) landscape
* Set up release process around the Transport from CUST to QTST to PPRD and PRD the Customization and development requests
* Release management of Customizing settings and workbench development using CTS (Change and Transport System)
* Provisioning the connect direct interface between SAP BW and Core banking systems for file transfer
* Supported e2E test environment for SIT of all new interfaces between SAP DLE and legacy systems down to and production cut-over
* Supported Data migration from legacy system to SAP Banking
* Organized EoD batch run, file generation and transfer of files from SAP BW to downstream Core banking system for testing of data mapping
* Provisioning of MQ set up for WMB implementation for message communication

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

#### **UBS Investment Bank - Risk IT (Credit Risk)**

#### **Role: Environment and Data Manager (May-2009 to Mar-2011)**

I was responsible for test environment Management service at UBS investment bank. It was through a team based in Singapore, UK and India. The major responsibility involved provisioning new environments for Credit risk transformation programme. The legacy core data system for Credit risk was replaced by a new system.

Key responsibilities were:

* Work with the architecture teams and solution design team to prepare the specifications for DEV, SIT, NFT and pre-prod environment.
* Engage the Infrastructure teams to get the time scales for the provisioning and integration
* Raise the requests for licensing and new software
* Integration of the new Core data environment with the legacy systems for SIT
* Test data set up in environment after taking the dump from production
* Setting up the production like batch alerting systems
* Support Pipe-cleaning of the newly set up environments to test E2E connectivity
* Managing day to day operation of test environments as well as provisioning new components in test environments to align with the new strategic platform for risk
* Managing the usage, configuration, sanity and batch process monitoring on static, dynamic/UAT and pre-prod test environments
* Work with the infrastructure and development teams to resolve any environment issues
* Deploy new software releases in the test environments as per the supplied release notes
* Prepare software versions document and handover to L2 or RTB teams for Dress rehearsal in pre-prod environment and subsequently in Prod environment after test sign off
* Prepare technical Cut-over plan for production deployment
* Managing the transition from CTB teams to RTB for implementation in production service
* Managing quarterly MPU (model parameters update) releases. It requires working with the methodology team to understand the impact of volatilities, sensitivities etc. on credit risk measures
* Organizing Deployment rehearsal in pre-prod environment and tracking the deployment issues so that those are taken care during live deployment
* Maintaining an SLA framework to evaluate the service output on a monthly basis
* Forecasting the resource and budget requirement for the various projects in Risk IT and work with the program planning team.
* Provide the necessary evidences during regulatory SOX audits
* Getting the data refresh and environment ready every month for Stress/shock testing to comply with BASEL II regulatory requirements

#### \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

#### **BT Plc. – Open reach Programme**

#### **Role: Test and Environment Manager (Jan 2006 to Mar-2009)**

Worked as Test and environment Manager for quarterly releases. There are quarterly releases to add new functionality in the order and service management (OSS/BSS) stack. There are some 45 different applications which together make this industry platform/ environment.

This is a multi-vendor environment that works on (90:10) offshore – onshore model. I led a team of test and environment analyst.

The major responsibilities included:

* Get new Environments CR and engage the infrastructure teams for provisioning
* Test data requests provisioning
* Organize the drop wise code deployment in the SIT environment
* Writing the integrated test end environment strategy for the quarterly release
* Planning and monitoring the E2E Test milestone plan and schedule
* Provided the configuration document containing the software patch details deployed by various systems and ant technical changes in the environment to Deployment manager for Deployment rehearsal and prod cut over
* Ensuring that the system development suppliers drop code in the test environment in time and testing can run as per agreed schedule
* Forecast and secure funding for any hardware/ software upgrades on Test environments (there are 7 test environments for interface, integration, regression and interlock testing)
* Get the agreement of business / service management on the open / known defect going live in a release
* Ensure the timely execution of testing as per the risk-based testing approach
* Drive testing cost reduction by more and more automation of regression test suite
* Measure the testing services effectiveness by monitoring the live issues subsequent to a production deployment and implementing the lessons learnt

### Qualifications

#### Certifications: AWS Certified Cloud Practitioner, ISEB, Brainbench Certification,

#### Delhi University: B.E. (Mechanical Engineering) 4-years bachelor’s degree in Mechanical Engineering

* **IG University**: Post Graduate Diploma in management