MCP.GIF    

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**PRINCE2® Registered Practitioner, ITIL Certified / AWS-SA / SCRUM Master (Prep.)**

**Non- Prod / Prod – DevOps - Cloud Environment Delivery Manager / Deployment Manager**

I am a highly skilled Cloud Environment Delivery Manager / Release / Deployment Manager with extensive experience of designing, implementing and migrating solutions and infrastructure for many types of applications for major corporate clients across a wide number of disciplines.

I'm a Certified AWS Cloud Solution Architect and I have extensive architectural experience in large Cloud architecture, transformation, design and migration.

I am currently working on secure cloud solutions and designing public cloud technology frameworks for business solutions, using Barclays internal cloud aPaaS V3

And Amazon Web Services (AWS). Using agile and DevOps principles to focus on delivery and integration with existing practices.

I have a proven ability to technically project manage and work as part of a team to deliver high quality solutions, often in complex and challenging environments. Overcoming both technical and business challenges is all part of what drives me to deliver solutions that people are happy to use.

Have good number of years experience in India and London working for **Lloyds TSB, M&S, BUPA Insurance, Barclays Retail & Boots, Hewlett Packard (DWP) & LV** for Banking / Retails, Pharmaceutical and Insurance Sectors.

1. My role is key to ensure a fit for purpose test / development environments are available to the change plan across Open Banking and Barclays Mobile Banking (BMB) delivery areas. This role will ensure that proper policy and procedures are put in place to ensure Production baseline is maintained across Dev / Test estate and projects are able to deliver on time and within forecasted budget.
2. Responsible for Managing a team of Infrastructure / Environment Managers and overseeing delivery and support of Development, Test and Pre-production application environments.
3. Knowledge and hands on experience of SNOW, HPOV, Clear Case, QC/CQ, Plutora / JIRA / KANBAN and TABLEAU.

**Tools Knowledge: AppDynamics, TABLEAU, AWS, BladeLogic, SoapUI, Plutora, ServiceNow, JIRA, Jenkins.**

**Professional Experience**

**Barclays Retail Banking (Contracting)**

**DevOps Cloud Environment Manager / Deployment Manager Sep 2016 – Sep 2019**

**Barclays Software Development Project Currently On:**

* Cards Payment Insurance Information (CPII)
* Digital Transformation
* Open Banking Mobile Application
* Strategic Onboarding
* Cards & ATM
* Cheque Imaging Program (CIP)
* Barclays Collect
* Apple Pay
* Business Banking

After successful number of project and program delivery in Bank I have recently taken on a new challenge on within Barclays UK DevOps Environment Management Services as an Cloud Migration Architect / Environment Portfolio Manager and Tools Product Owner for application and environment monitoring through TABLEAU and AppDynamic.

As Environment Portfolio Manager role involves managing 15 - 30 projects at a time from an environments delivery and testing perspective as well as managing and delivering new and improved toolsets with an agile and DevOps mindset.. Some of the key responsibilities within this role are:

Management of the 3rd party supplier that provides the technical resources to build the complicated environments required.

* Implementing and Migrating a Cloud Strategy for Barclays Test Environment.
* Architect for onboarding aPaaS V2 / aPaaS V3 and AWS services including design and driving implementation.
* Responsible to co-ordinate and manage monthly Test Release and Environment management activities for Barclays major projects.
* Created roadmaps for all technology stacks moving the organization from on-premise to cloud using SaaS, PaaS and IaaS on aPaaS and AWS.
* Providing best possible method on cost optimization on cloud platform.
* Creation and implementation of 3yr Network Strategy to reduce long-term costs simplify estate and exit Barclays aPaaS.
* Creation and implementation of Unified Communications Strategy including Barclays Mobile Banking, Apple Pay, ROLB and Ping IT.
* Preparation of AWS for onboarding and taking responsibility for further application and environment e2e integrations throughout the globe.
* Managing the critical path and delivery of environments.
* Designing test strategies, test plans, test data requirements and finalizing Test Approach.
* Analyzing Architecture documentation, and other technical deliverables, to ensure the environment delivered suits the projects needs.
* Managing projects that are both, Waterfall and Agile.
* Analyzing new changes on AWS to forecast the impact on aPaaS V3 and AWS cloud platform.
* Lead architecture and design workshops.
* Managing our Key Stakeholders.
* Educating Dev / Test and Business team on best possible way for seamless testing on cloud solution.
* Managing the roadmap of environment delivery and increasing the use of cloud based technologies,
* Automation toolsets, and DevOps disciplines to deliver suitable environments to our key stakeholders.
* Establishing CI/CD Pipe lines.
* Responsible to perform Jenkins and Blade Logic Deployments from TFS and staging.
* Analyzing existing toolsets utilized to deliver, automated testing, automated provisioning of complicated
* Environments, management of assets, and planning to use Hybrid, Private or Public cloud based solutions to deliver toolsets and environments.
* Modernization and efficient delivery of large Legacy based environments for our stakeholders.
* Liaising closely with the testing and automated testing teams, to ensure environments are fit for purpose.
* Managing test and project defect management troubleshooting and performing RCA.
* Utilizing agile methodologies to manage delivery of very complicated environments to our project stakeholders.
* Managing license and cost models within EMS.
* Senior Leadership reporting.
* Attending SCRUM / CM Calls.
* Migrating toolsets to open source and DevOps products to increase speed of delivery.
* Streamlining delivery of environments by introducing automated delivery of solutions.
* Managing delivery of complicated retail environments.
* Successfully migrated WAS Environment to Barclays aPaaS V3 cloud solution and to AWS as POC.
* Responsible to perform similar configuration as WAS and make sure env’s are e2e integrated.
* Building Migration plans and making sure application / asset across test env are covered
* Building Clustered aPaaS V3 (Barclays Internal Cloud) solutions and integrating with Barclays UpStream / DownStream System.
* Responsible for ensuring solutions are aligned with the platform architecture and roadmap, group standards and policies.
* Design, prototype and deliver aPaaSV3 cloud native solutions, leverage V3 platform rich services offering
* End to end technology architecture
* Develop relationships with other technical teams
* Develop POC's for innovation and production
* Significant and regular liaison with business users.
* E2E Env Delivery and Release Management for Feature Releases getting tested in SIT/OAT and Pre-Prod based on Agile and DevOps methodologies for iOS and Android Mobile Apps.
* Test team (Feature/Release) issues / problem investigation
* Digital MCA Deployments / Management
* Project – Advice and Guidance

1. Managing Env Bookings and Conflicts

* BMB – PingIT – Launchpad Bookings
* Digital MCA bookings
* Booking and alignment of ‘other’ Mobile apps to existing BMB Envs

1. Accountable for right leave of deployment of releases to Test Environments and Production, for a transition state.
2. Test Data Management – Making sure of required obfuscated test data are available before testing start and functionally pipe cleaned.
3. Connectivity, Estate Management, Future Env Strategy
4. Connectivity – network/connectivity of BMB GW in eChannels helping GTIS PMs
5. Estate Management - technical management

* Patching
* Housekeeping
* BICEP work – zLinux, zOS migrations etc
* aPaaSv2 shutdown
* + any other GTIS directives.

1. New Env build – Future Env strategy - design/strategy – technical management

* Future state env build – aPaaSv3 build, AWS, API integration
* Requests for new builds – eg Launchpad OAT env
* Recent build of 3 new BMB GW test Environment for various feature releases.

**Liverpool Victoria (Contracting)**

**Infrastructure Delivery Manager - Test July 16 – Aug 16**

I was responsible for the build, and support of Test Environments Across a number of platforms and technologies into LV IT projects.

* Key Responsibilities and Accomplishments –
* Defining and creating new processes and improving existing ones.
* Approve resource estimates provided by Environment Leads for new projects.
* Produce detailed MI on team activities to drive further improvements.
* Ensure the teams KPI's are met and exceeded.
* Support and coordinate new infrastructure for Test Environments.
* Senior stakeholder and client management.

**Barclays Retail Banking (Contracting)**

**Environment Delivery Manager - Test**  **Jan 16 – June 16**

Structural Reform Program (SRP) / Apple Pay / FATCA and PSD2

**Barclays just completed £1 Bn transformation, which is first in the UK to switch on ”Ring Fencing” splitting up its Investment Bank from its retail bank.** Working for BUK Env Team is a horizontal within Barclays, which is responsible for managing the e2e Environment for various test streams, so that the test stream can execute their e2e regression, testing, before going live. The EaaS work-stream coordinates with various different Environment stakeholders within the bank and ensures the Environments are provisioned, locked down, integrated, pipe-cleaned, supported, monitored for the test team to carry out their testing.

* Create Environment delivery plan on aPaaS V3 Barclays Internal Cloud for the e2e testing. Co-ordinate with various env. Stakeholders

And get the Environments (in the test e2e landscape) locked down, provisioned, integrated, pipe - cleaned and supported.

* Hands-on experience with deployment on Blade Logic and Jenkins.
* Triage Environment related issues and extend required support to the test team (in terms of env. availability) during test execution. And if needed represent EaaS in various war rooms, steering committees.
* Deploy AppDynamics node agents across the Infrastructure landscape, create health rules, dashboards, and policies and ensure Environment availability/ health check.
* Create MI, environment health check reports and other related environment availability artifacts.
* Responsible to identify and define technical requirements for a cloud-based application.
* Responsible for Overall Test governance including different test phases (SIT, UAT, OAT, Pre Prod and Prod) and Test Environment Management releases which includes third party suppliers and Barclays internal test teams.
* Environment / Infrastructure requirements of all test streams (SIT, NFT, UAT, OAT, Co-existence & Parallel) by commissioning new environment and where possible optimize by booking existing environment / infrastructure.
* Accountable for right leave of deployment of releases to Test Environment and Production, for a transition state.
* Ensuring environment is functional during smoke test / technical and functional pipe cleaning .
* Providing Environment new build and sharing cost estimation in RFP and RFQ stages.
* Test team management of around 10 members based at onsite/offshore.
* Senior stakeholder and client management.
* Designing test strategies, test plans, test data requirements and finalizing Test Approach.
* Resolve conflicts and avoid contention or delays to key projects.
* Owned and delivered work package to build prod / non-production / test environment from project deliverables, using provided source code and installation instructions, and test for completeness.
* Experience in creating and managing e2e environment delivery plan.
* Ensure the entire Integration test environment are accurately built and tested prior to the use by test teams.
* Proactively identifying the test Risks and Issues.
* Control the release of software into prod / non-production environment through configuration management tool like Service Now and Plutora.
* Manage, maintain, backup and restore the test data within test environment, as the project test teams require.
* Responsible of the connectivity and interfaces with other systems required for test environment are established and links are fully functional.
* Identify test environment that can co-exist between project work streams for test phases and manage conflicts.
* Preparation of Test Traceability Requirement Matrix and the 8-point check.
* Web testing, Web services testing, SOA testing and Data warehouse testing.
* Designed and developed automation test framework using Selenium to automate the regression pack.
* Managing CMDB and ensuring that all build and environment design are properly documented.
* Responsible for providing the Project Test Estimations.
* Proficient experience in practicing the Agile and Waterfall model.
* Have trained and mentored the new team members.
* Provided the daily and weekly report on testing activities to the project management.
* Subject Matter Expert for Cards, CAMS and POS and ATM systems – includes drawing test architecture diagrams, flow charts, designing complex scripts for a business change.
* I’m responsible for capturing, planning and integrating environment and tracking overall scheduling.
* Within EaaS (Environment as a Service) I’m responsible for developing the test environment team’s standing within the testing community through excellent delivery in terms of environment requirements, and ensure that status is maintained through rapid triage and resolution, not limited to activities like managing shared environment components and applications and how best to support multiple streams of work.
* Expert in getting Connect Direct / WFT / MQ Setup done leasing with various team within the project. Good understanding on middleware technology like WAS and understanding on drilling WAS logs for trouble shooting.
* Troubleshooting VM’s related issues checking logs and finding the root cause.
* Work closely with test managers and project managers to ensure that the environment required are fit for purpose for each testing stream.
* Ensure appropriate tools are evaluated and recommend suitability.
* Significant experience of environment projects with particular involvement in test environment management
* Good understanding of the challenges of test environment management in a large scale programs, and an understanding of the tools and techniques available to meet these challenges
* Knowledge of test environment management industry best practices, tools and methods
* Experience of managing an IT testing function with responsibility for demand management, standards, risk management, capacity management etc.

**Hewlett Packard (DWP) (Contracting)**

**Cloud Hosting Project Manager / Infra Delivery Manager Apr 15 – Dec 15**

**Personal Independence Payments – MAPS / CS**

Worked as a Hosting Project Manager / Infra Manager on the Department of Work and Pensions (DWP) Cloud based Personal Independence Payment (PIP) system, managing both functional and complex infrastructure upgrades.

The functional upgrades where driven by either UK legislation changes, or DWP functional requirements. The delivery of the projects where driven by customer driven delivery dates, and this required a high management overhead to deliver successfully, on time, and within budget.

**The infrastructure projects ranged from:**

Operating system upgrades, patching, and Security tooling deployments, Certificates Upgrades.

• New system builds (Wintel/Linux) utilizing virtual servers and Oracle Grid technology

• System architecture changes from an Active/Passive DR to an Active/Active solution over multiple datacenters. I was central in the PIP Program management planning to ensure the functional and infrastructure projects were planned correctly to meet the client’s requirements.

* Project delivery within Managed Services cloud environment, for a DWP.
* Leveraging a technical background within project delivery framework, to ensure successful outcomes for high value clients during periods of significant change
* Responsible for managing release for up-gradation of RHEL 5.\* to RHEL 5.10 and 6.\* to 6.5 to all UNIX / AIX / Linux system across DWP Cloud.
* Professional Services Project Management, managing transition and transformation projects on behalf of clients.
* Managed Network Infrastructure Delivery and Support for LAN / WAN / Firewall / Load Balancer requirement for various test phases.
* Define and document the ITIL V3 aligned framework that will form the basis of the new Service Management organization
* Release and Change reviewing and approving all changes within an ITIL best practice including chairing CAB meetings weekly Planning, Preparation and Post Release / Live Release Support.
* Ensure the service is delivered in compliance with the agreed Reuse policy and Test Strategy for DWP Cloud
* Accountable for deployment of releases to Test Environments and Production, for a transition state.
* Manage the review of environment requirements
* Manage the production of environment design
* Manage the build and delivery of the requested environments
* Manages Change Requests raised against environments
* Involved in cost estimation for new build.

**Boots (Nottingham) (Contracting)**

**Cloud Environment Delivery Manager / Release Manager Oct 14 – Mar 15**

**Centralize Test Environment Management – Lead Environment Delivery Manager**

* Manage demand for test environments and Centralized Environment Management Service (CEMS) resources at the portfolio level.
* Managed implementing various CSC-CRM services (Sales Force) for Boots IT.
* Managed end-to-end release plan for CSC-CRM SFDC services implementation.
* Prepare and obtain approval for CEMS estimates
* Accountable to fulfill end to end test environment requirements for multiple projects
* Manages hot fix development, test and delivery for Sales Force
* Coordinate with multiple teams for delivery and evaluation of test environments
* Identify environment risks and provide mitigation plans to projects
* Ensure end to end environment delivery is managed within budget
* Work closely with the Test, project, Infrastructure Teams and suppliers in provisioning and proving Test Environments.
* Strong stakeholder management skills are a pre-requisite as the successful candidate will be required to liaise with a number of key stakeholders throughout the assignment
* Owns the Environment Delivery Plan (EDP) that development and infrastructure team to align with.
* Co-ordinate with the entire project teams to understand their testing needs and plan the test environment accordingly.
* .Progress updates through Weekly reports and Monthly Project Status Report to the stakeholders
* Manage Defects arising out of the various testing phase. (Defect Management)
* Drilling down to the Root Cause of defect and preparing Knowledge Base.

**Barclays Retail Banking (Contracting)**

**Barclays Retail Banking Infra - Release Manager / Environment Delivery Manager Jun 14 – Oct 14**

**CIXLS IT Security Acceleration Program Linux / Unix Patching**

Working as Release Manager for CIXLS IT Security Acceleration Program, the programme is to update the latest security patches Web sphere / Linux / Unix Servers and Clients and to updates the environment. Managed E2E Splunk installations in Test and Prod Environment.

* Responsible for managing release for up-gradation of RHEL 5.\* to RHEL 5.10 and 6.\* to 6.5 to all UNIX / AIX / Linux system across Barclays Retail.
* Accountable for deployment of releases to Test Environments and Production, for a transition state.
* Development of overall cutover approach and work plans
* Managed releases for Splunk installation and co-ordination of Splunk agents and Logs monitoring and mining.
* Release and Change reviewing and approving all changes within an ITIL best practice including chairing CAB meetings weekly Planning, Preparation and Post Release / Live Release Support.
* Development of overall cutover plan for each cutover test cycle and actual cutover
* Writing, reviewing and coordinating all Changes within the department through a strict ITIL focused Change Management process.
* This resulted in the applications and environment being ready for the growth within Global Banking during 2014 and beyond. Managing the implementations across all environments.
* Management of all formal environments, ensuring release packages follow the agreed path to production.
* Establish a release schedule for the transition state.
* Establish and maintain effective communication between Stakeholders and other resource teams.
* Managing, producing and distributing all release related documentation including release processes and associated documentation – release notes, run sheets, communication plans and business sign off plans.
* Ensure release management activity is properly planned for production cut-over
* Managing, producing and distributing all release related documentation including release processes.

**iGate Corporation (Now - Cap Gemini) (Permanent)**

**BUPA Insurance Feb 14 – Apr 14**

**Test / Dev. Environment Delivery Manager**

Managing environments for UK Market Unit -

* Multi framework test environment.
* 300+ servers including Production and Non-Production environments.
* Monitor the availability of the environment according to the release plan (6 releases per year).
* Cutover batch schedule start up plan
* Develop back out/contingency plans for cutover
* Ensure entry/exit criteria cutover stage are met including the phased Go/No-Go meetings
* Business Cutover Planning
* Followed a strict ITIL Release / Change and Test Environment Management process.
* Communicate hardware requirements to Infrastructure Management.
* Allocate project infrastructure based on the project requirements.  - Environment sharing where the technologies are similar and where there is sufficient capacity. - Costing & Budgeting.

**Cognizant Technology Solution (Permanent)**

**Marks & Spencer’s Retail, TEMS Jan 14 – Feb 14**

**Environment Delivery Manager / Wintel Tower Lead**

* Prepare for and lead requirements gathering sessions with the customer business team to define how a customer will use and configure the software.
* Review best practices and provide business process consulting support to customers for e2e system integrations and technical pipe cleaning
* Act as the primary point of contact for issues regarding relevant infrastructure and installations. Ensure all issues are escalated in accordance with documented procedures including Scheduling, Dependency Checks, and Root Cause Analysis etc.

**Cognizant Technology Solution (Permanent) (India / UK)**

**Lloyds Banking Group Verde Jan 07 – Jan 13**

**Test Environment Delivery Manger / Defect Manager**

**Responsibility as EDM**

* Requirement gathering from Client and various stakeholders
* Set up various ITIL process and team training for efficient Support Model
* Quote preparation, RFQ management and resource allocation.
* General Application Support, maintenance and Production support as asked by the client within SLA.
* Handling the end-to-end facilitation of environment delivery for the testing teams until it moves into the support model.
* My team is liable for the smooth flow of the Building and Integration of Environments which are requested by the Testing & development team.
* Maintains all the necessary documentation in the form of Daily Status Reports, WSR, Issue Trackers, and all deliverables necessary as a part of the TEMS work process.
* GIT Stash: Creating Branches, Pull Request, Maintaining Branch Permission.
* JIRA: creating Workflow, component, project details, Epic strategy and versioning strategy
* Blade Logic: Defining the deployment strategy and configuring the process, component and resources
* Conflict resolution via War room calls.
* Participating in the defect fixing raised by the testing team.

**Responsibility as Defect Manager**

* Define and implement robust Defect Management Process
* Chair daily triage meetings with the Testing team
* Identify issues and risk to delivery and ensure mitigation plan is in place
* Design and Customize Quality Center Interface
* Defined and communicated escalation procedures to be followed to progress defect resolution
* Define & Implement Handover Process for outstanding defects to BAU Incident team post migration event
* Prepared Defect Trend and Closure Report
* Conducted Root cause analysis session with resolver group for their respective defects

**Hewlett Packard Global Soft Ltd (Permanent) (India)**

**HP Wintel Support Apr 05 – Jul 07**

**Wintel / NAS Support Engineer**

**C-Cube Solution India Pvt Ltd. – Bangalore India (Permanent)**

**Sony - India Aug 04 – Apr 05**

**Desktop / LAN support**

**Technical Skills: Completed MCP 2003 Certification**

**Knowledge Network (TCP/IP, FTP, Gateway, HTTP, HTTPS, LAN, LDAP, SAN, SSL, VPN)**

**6 Month training in SAP Basis 4.6C**

Front-end Tools & Database : MS Access, IBM Clear case.

GroupWare Software known : Lotus Notes 5.0.9a and MS Outlook 2K3.

**Educational Qualification**

PRINCE2® Registered Practitioner, ITIL Certified

Bachelor of Computer Application Year 2003 1st Div