AVINASH DHUMAL
Engineering Manager

Experienced, Detail-oriented professional targeting assignments as Engineering/Technical Project Manager with an esteemed organization, preferably in Pune

✉ avinash_dhumal@yahoo.com
📱 +91- 7798406759

LinkedIn Profile
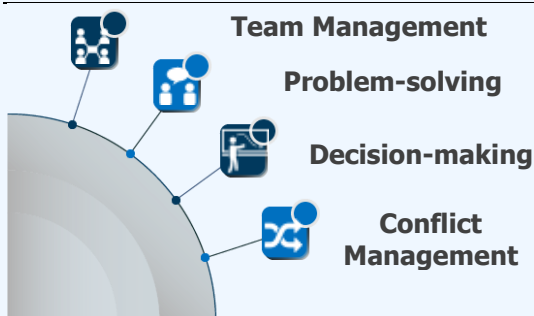**Online Profile**
medium.com blog

CORE COMPETENCIES

- Technical Project Management
- Strategic IT Planning & Leadership
- Stakeholder Management
- Process Optimization
- Cloud Computing
- Client Relationship Management
- Budget & Resource Management
- Product Management & Strategy
- Requirement Gathering

TECHNICAL SKILLS

- **Technologies:** .NET, .NET Core, MVC, C#, VB.NET, Web API, SQL Server, Windows Services, WCF, Web Services, HTML5 / CSS3, Bootstrap 2-3-4, jQuery, Angular JS, Angular 11-13, Typescript

- **Tools:** TFS, GitLab, Jira, Azure DevOps, Service Now, Remedy, Pager Duty, MS Visio Jenkins, MS Projects, Wireframe Sketcher, Lucid Charts, Checkmark, Confluence, AppDynamics, Black duck & Coverity

- **Cloud Platforms:** Azure, AWS, Cloud Migration

SOFT SKILLS

- Team Management
- Problem-solving
- Decision-making
- Conflict Management

PROFILE SUMMARY

- **Garnered extensive experience in the IT industry for over 13 years**, with a specialization in **Azure and AWS Cloud**, and a focus on Software Management, Architecture, Design and Development
- Currently working as an Engineering Manager at R1 RCM, Inc., **leading & managing 2 dynamic Scrum Teams** comprising over 18+ members
- **Excellence in managing end-to-end delivery/program/project planning** & implementation from scope management, to activity sequencing, effort & cost estimation, pre sales activities, risk analysis to quality management in line with the guidelines & norms
- **Highly skilled in full product lifecycle activities** including concept maturation, design management, issues control & resolution, cost management, release management, customer feedback and various other cross-functional activities
- **Extensive project management & governance experience**; proficient in grasping the big picture, conceptualizing, developing, implementing solutions, and partnering closely with stakeholders to achieve higher levels of efficiency & effectiveness
- **Rich experience in mapping client's requirements**, attending/ conducting business user meetings and executing project planning & scheduling to provide customized business solutions
- **Developing strategic relationships** and providing expert Project Management advice to impact decisions, support initiatives, clarify accountability and communicate customer service performance
- **Adept in implementing Scrum Methodology**, possessing technical knowledge of application design, architecture & application integration
- Track record of **producing technical & business feasibility studies** for project ideas right from collecting project requirements, metrics documentation, project briefs, end-stage reports and progress reports
- **Skilled in managing Cloud Platforms** with expertise in transition, migration, deployment, support, maintenance & monitoring activities
- **Proficient in managing & leading teams** for running successful process operations and experience of developing procedures & service standards for business excellence

CAREER TIMELINE

Feb'23- Present — R1 RCM, Inc., Noida as an Engineering Manager

Feb'20- Feb'23 — Pitney Bowes, Inc., Pune as a Technical Associate Manager

Jun'15- Feb'20 — flex, Pune as a Technical Assistant Manager

May'14- Jun'15 — L&T Infotech, Pune as a Sr. Software Developer

Dec'10- May'14 — Hexaware Technologies, Pune as a Sr. Software Developer

💼 WORK EXPERIENCE

R1 RCM, Inc., Noida (Feb'23-Present)
Designation: Engineering Manager
Key Result Areas:
- Leading and supervising 2 high-performing Scrum Teams, consisting of over 18+ members, in the simultaneous development of two vital healthcare products
- Working as a liaison between technology and management, ensuring the alignment of technical solutions with the organization's overarching business goals and strategies for achieving success
- Managing resourcing and technical roles, ensuring effective team ramp-up and knowledge transfer, contributing to overall project success and efficiency
- Providing business intelligence and managing end-to-end delivery of IT services, including product lifecycle management and end-user support, ensuring seamless project execution and client satisfaction
- Spearheading the implementation of performance reviews, mentoring programs, and continuous guidance to foster the growth and development of a high-performing team, while cultivating a culture of continuous improvement
- Engaging with clients & top management to evolve strategic vision, driving change, building product/service roadmaps, implementing emerging technologies, and elevating enterprise system performance and productivity
- Showcasing expertise in resource allocation and budget management, optimizing resource utilization to ensure the timely and cost-effective delivery of projects

Highlights:
- **Achieved a cost reduction of $550,000** and improved patient experience through process optimization and automation initiatives
- **Successfully migrated the Patient Communication Platform** to Genesys PureCloud using Azure cloud and .NET technologies, **delivering $270,000 in added value**
- Streamlined **post-discharge workflows, saving $100,000 in costs**
- **Received Star Award** for excellent performance

Pitney Bowes, Inc., Pune (Feb'20 – Feb'23)
Designation: Technical Associate Manager
Key Result Areas:
- Led the development of the PBots Self Service Portal, a transformative solution for automating operational activities
- Exhibited expertise in cloud computing and cost optimization
- Managed process improvement initiatives which provided clients & business, benefits like increased process efficiency, reduced staff/ cost, decreased operational risk and improved quality of service
- Drove integrated operations management along with skill management, workforce planning, and training & development
- Spearheaded Tier3 and DLA product operations and automation initiatives on a global scale
- Led the development of T3Online Product using Agile Methodologies, fostered a collaborative & adaptable environment for successful product delivery
- Managed and mentored a team of 11 engineers, supervised their performance, growth, and development

Highlights:
- **Achieved significant cost savings of over $1M+** by efficiently managing and migrating applications and data from on-premises environments to the AWS Cloud platform across more than 20 countries
- Consistently improved security with a **remarkable reduction in the Rapid 7 security score from 10+ to 1+**
- **Received Ace Award** for outstanding performance

Flex, Pune (Jun'15 – Feb'20)
Designation: Technical Assistant Manager
Key Result Areas:
- Managed resource planning, technical direction, effort estimation, tracking, risk management & mentoring
- Supervised project planning, progress reporting, and risk assessments, engaged with stakeholders to ensure regulatory compliance and adherence to quality processes
- Led a proficient team of 6 direct reports, drove Agile projects using Azure DevOps, and excelled in KRA management, annual goal setting, and performance appraisals

Highlights:
- **Accomplished 3 major software releases and over 50 successful sprints** in a 4.5-year tenure, demonstrating consistent delivery excellence and project management skills
- Orchestrated a pivotal major release in FY 2018-19, **resulted in an impressive ROI surpassing $110 million**, showcased strategic leadership and financial acumen
- Led and optimized automated order processing (EDI) operations, **contributing to a substantial revenue stream of approximately $10 million**
- Received **Gateway - The Leaders League Award, Titanium Award & Platinum Award** for showcasing brilliant performance

L&T Infotech, Pune (May'14 – Jun'15)
Designation: Senior Software Developer (Lead)
Key Result Areas:
- Led a team of 12 members (10 Developers & 2 Testers)
- Involved in collecting requirements for Elevator business and led & designed electronic service dashboard for Otis Elevator customers using ASP.NET, VB.NET, and SQL Server 2012, HTML 5, jQuery, bootstrap, CSS3
- Documented requirements provided by end customers and designed wireframes, functional specs to finalize UI design and system requirement specifications
- Driven performance tuning and UAT testing with stakeholders

Highlight:
- **Received Spot Award** for excellence

Hexaware Technologies, Pune (Dec'10 – May'14)
Designation: Senior Software Developer
Key Result Areas:
- Successfully provided production support for AMPS products for the client EY
- Successfully automated functional/core processes to support critical business requirements of Identity and Access Management domain
- Designed application code to support end-user requirements/business requirements using ASP.NET, C#, SQL Server 2010, jQuery, CSS
- Assisted in the research, analysis, problems, and coordination of department staff

Highlight:
- **Received Ace Award** for brilliant performance

ACADEMIC DETAILS

- **2010:** Bachelor of Engineering from Pune University with 65.13%
- **2007:** Diploma (I.T.) from MSBTE, Mumbai with 70.17 %

PERSONAL DETAILS

- **Date of Birth:** 3rd August 1988
- **Languages Known:** English, Hindi & Marathi
- **Address:** Pune, India