



# AVINASH DHUMAL

ASSOCIATE  
MANAGER - IT

## CONTACT INFO



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LinkedIn Profile



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Pune, MH, India

## ABOUT ME

11.4+ years of software architect, design, development, management, and support experience using Azure & AWS Cloud infrastructures. I have developed, managed, and led client, database, and enterprise applications/products on Microsoft Azure, AWS Cloud and Non-Cloud platforms with Microsoft Technology stack. Currently, I am working as Tech Manager and designated as Associate Manager at Pitney Bowes and managing & leading global mailing products called Tier3 & DLA.

## EXPERIENCE

### ASSOCIATE MANAGER - IT PITNEY BOWES, INC. FEB 2020 - CURRENT



- Leading and managing Tier3 and DLA product operations and automations for global markets.
- Playing a vital role in leading and architecting PBots Self Service portal for automating operational activities.  
Additionally leading and managing T3Online product development in agile methodologies.
- Playing important role in handling application & server specific vulnerability. Successfully improved Rapid 7 security score from 10+ to 1+.
- Took the charge of managing on premise to AWS migration (completed APAC & EAME regions).
- Currently managing & leading a team of 12 people (6 direct report and 6 in-direct report) and responsible for their KRA, annual goals and performance appraisals.

### ASSISTANT MANAGER - IT FLEX JUN 2015 - FEB 2020



- Delivered 3 major releases and more than 50+ sprints successfully on production over a span of 4.5 years.
- Successfully led automated order processing (EDI) worth revenue of ~10 million dollars.
- Managed major release (FY 2018-19) & achieved more than ~110 million-dollar ROI.
- Played scrum master role and managed a team of 6 people (direct report) and driven projects in AGILE methodology using Azure DevOps and was responsible for their KRA, annual goals and performance appraisals.

## SKILLS

### TECHNOLOGIES

ASP.NET	ASP.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	CitLab	Jia	Azure DevOps
Service Now	Remedy	Pager Duty	Jenkins
MS Projects	MS Visio	Wireframe Sketcher	Lucid Charts
Checkmarx			

### CLOUD PLATFORMS

Azure AWS

## EXPERIENCE

### SENIOR SOFTWARE DEVELOPER (LEAD) L&T INFOTECH MAY 2014 - JUN 2015



- 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 requirement 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.
- Led a team of 12 people. (10 Developers & 2 Testers)

### SENIOR SOFTWARE DEVELOPER HEXAWARE TECHNOLOGIES DEC 2010 - MAY 2014



- 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 requirement/business requirement using ASP.NET, C#, SQL Server 2010, jQuery, CSS.
- Assisted in the research, analysis, problems, and coordination of department staff.

## EDUCATION

### Bachelor of Engineering - I.T.

Pune University

JULY 2010

65.13 %

### Diploma - I.T.

MSBTE, Mumbai

JUNE 2007

70.17 %

### S. S. C.

Pune Vidyapeeth

JUNE 2004

72.80 %

## PROJECT 1

### TIER3, DLA, T3ONLINE, AWS CLOUD MIGRATION & VULNERABILITY ASSESSMENT PITNEY BOWES, INC.



#### 2020 - CURRENT

- Responsible for leading and managing Tier3 and DLA product operations and automations for global markets.
- Responsible for implementing ITIL processes for smooth operations.
- Responsible for leading and architecting PBots Self Service portal for automating operational activities.
- Responsible for leading and managing T3Online product development in agile methodologies.
- Responsible for handling application & server specific vulnerability. (Internal and external)
- Managing On Prem to AWS migration which includes estimation, planning, forecasting, and reporting. (Completed APAC & EAME regions)
- Currently managing & leading a team of 12 people (6 direct report and 6 in-direct report) and responsible for their KRA, annual goals and appraisals.

#### TECHNOLOGIES

ASP.NET Core, ASP.NET MVC, C#.NET, Web API, SQL Server 2019, Windows Services, Web Services, WCF, Bootstrap 4.0, Angular 13, TypeScript, jQuery, HTML5/CSS3

#### MANAGERIAL SKILLS

Resource Planning, forecasting & allocation, OKRs, SWOT Analysis, Conflict Management, Risk Assessment, Reporting

#### FAMILIAR

MS Projects, MS Visio, Jira, TFS, GitLab, Remedy, Checkmarx, Jenkins, Ansible, Terraforms, CI-CD, AWS - EC2, Fargate, Container Services, S3 Bucket, Backups, Vaults, CloudWatch, MGN Service, Cloud Endure, Lambda Function, Athena, SMS Service, VPC, Subnets, Security Policies

## PROJECT 2

### COMMAND CENTER

#### FLEX



#### 2015 - 2020

- Played agile scrum master role and responsible for solution architect and delivery of the product by leveraging Azure DevOps & CI/CD pipeline.
- Involved in requirement gathering to collect Supply Chain Management business.
- Delivered 3 major releases and more than 50+ sprints successfully on production over a span of 4.5 years.
- Successfully led automated order processing (EDI) worth revenue of ~10 million dollars.
- Managed major release (FY 2018-19) & achieved more than ~110 million-dollar ROI.
- Developed applications in .NET stack and on Azure platform.
- Played scrum master role and managed a team of 6 people (direct report) and driven projects in AGILE methodology using Azure DevOps and was responsible for their KRA, annual goals and appraisals.

## TECHNOLOGIES

ASP.NET MVC, C#.NET, SQL Server 2019, Bootstrap 4.0, Angular 13, TypeScript, jQuery, HTML5/CSS3

## MANAGERIAL SKILLS

Scrum Master, Resource Planning, forecasting & allocation, OKRs, SWOT Analysis, Conflict Management, Risk Assessment, Reporting

## FAMILIAR

TFS, Azure DevOps, CI-CD, Checkmarx, MS Visio, ServiceNow, Azure - Web Roles, Worker Roles, Web Apps, Azure Functions, Blob, Queues, Tables

## PROJECT 3

**LTI**

### ESERVICE 2.0

#### L&T Infotech

2014 - 2015

- Involved in requirement gathering to collect/understand Elevator business.
- Documented new requirements provided by end customers and designing draft sketches to finalize UI design for the end customer.
- Designed and maintained application code to support end user requirements.
- Assisted with the technical and functional knowledge of the team during the development and/or maintenance of the software product.
- Effectively handled client calls/issues irrespective of geographic Locations.
- Managed & Led team of 12 people for redesign project.

## TECHNOLOGIES

ASP.NET MVC, C#.NET, VB.NET, SQL Server 2012, Bootstrap 2.0, jQuery, HTML5/CSS3

## MANAGERIAL SKILLS

Scrum Master, Resource Planning, forecasting & allocation, Risk Assessment, Reporting

## FAMILIAR

TFS, MS Visio, Wireframes, Lucid

## PROJECT 4

### AMPS (Account Management & Provisioning System)

#### Hexaware Technologies

2010 - 2014

- Successfully implemented interface programs to interact with other platforms and enhance overall functionality of an application.
- Successfully automated core functionality of an application to support business critical aspects.
- Designed SQL scripts to automated workflow which reduced overall cost of resolution and SLA agreed.
- Resolved end user queries/issues in Application at L3/L4 level within defined SLAs.

#### TECHNOLOGIES








ASP.NET, C#.NET, SQL Server 2012

#### FAMILIAR

TFS, Remedy, ERT, ORT, ITIL Processes, Outage handling



## AWARDS

DECEMBER 2021		<b>Ace Award</b>  Leading and effectively managing Tier3 AWS migration and innovating automation tools.	Pitney Bowes, Inc.
MARCH 2021		<b>Star Award</b>  Leading and effectively managing Tier3 and DLA product operations & team and taking smooth hand over of knowledge transition from vendor.	Pitney Bowes, Inc.
FEBRUARY 2018		<b>Gateway – The leaders League</b>  Leadership Training Program (6 months program)	flex
OCTOBER 2017		<b>Titanium Award</b>  Designed a self-service web portal and automated all production cases for quicker response. Reduced overall MTR.	flex
SEPTEMBER 2016		<b>Platinum Award</b>  Designed SQL Deployment Tool for automatic SQL deployments.	flex
AUGUST 2014		<b>Spot Award</b>  For quick understanding of OTIS elevators business and designing outstanding functional requirement specifications.	L&T Infotech
SEPTEMBER 2012		<b>Ace Award</b>  For effectively handling AMPS production support applications and clients.	Hexaware Technologies