

AVINASH DHUMAL

Associate Manager – Technical

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Pune, MH, India



SUMMARY

11+ years of application architect, design, development, management, and support experience using Azure DevOps & 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 products called Tier3 & DLA.

EXPERIENCE

Associate Manager - IT

Pitney Bowes

02/2020 – Present Pune, MH, India

- Responsible for leading and managing Tier3 and DLA product operations and automations for global markets.
- Responsible for leading and architecting PBots Self Service portal for automating operational activities.
- Responsible for handling application & server specific vulnerability.
- Managing On premise to AWS migration (completed APAC region).
- Currently managing & leading team of 6 people (direct report) and responsible for their KRA, annual goals and appraisals.

Assistant Manager – Technical

flex

06/2015 – 02/2020 Pune, MH, India

- Delivered 3 major releases and more than 50+ sprints successfully on production over span of 4.5 years.
- Successfully led automated order processing (EDI) worth revenue of ~10 million dollars.
- Managed major release (FY2018-19) & achieved more than ~110 million-dollar ROI.
- Playing scrum master role and managed a team of 6 people (direct report) and drove project in AGILE methodology using Azure DevOps.

Senior Software Developer (Lead)

L&T Infotech

05/2014 – 06/2015 Pune, MH, India

- 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 functionality.
- Involved in Performance tuning and UAT testing with Customers.
- Led a team of 12 people.

Senior Software Developer

Hexaware Technologies

12/2010 – 05/2014 Pune, MH, India

- Successfully automated functional/core processes to support critical business requirements.
- 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.

SKILLS

MS Azure C# .NET/.NET Core

WEB API Angular 11 Bootstrap

Scrum Master Solution Architect

Project Management Azure DevOps

Web/Worker Role Web Apps AWS

Azure Storage/Queue CI/CD Pipeline

EDUCATION

Bachelor of Engineering - I.T.

Pune University

07/2010

PERCENTAGE

65.13 %

Diploma - I.T.

MSBTE, Mumbai

06/2007

PERCENTAGE

70.17 %

S.S.C.

Pune Vidyapeeth

06/2004

PERCENTAGE

72.80 %

PROJECTS

TIER3 & DLA

Pitney Bowes

2020 – Ongoing

- Responsible for leading and managing Tier3 and DLA product operations 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 handling application & server specific vulnerability (internal and external)
- Managing On Prem to AWS migration which includes estimation, planning, forecasting, and reporting.
- Currently managing & leading team of 10 people (6 direct report) and responsible for their KRA, annual goals and appraisals.

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 span of 4.5 years.
- Successfully led automated order processing (EDI) worth revenue of ~10 million dollars.
- Managed major release (FY2018-19) & achieved more than ~110 million-dollar ROI.
- Managed & led team of 6 people and drove application development in Agile Methodology.
- Developed applications in .NET stack and on Azure platform.

ESERVICE 2.0

L&T Infotech

2014 – 2015

- Involved in requirement gathering to collect/understand Elevator business.
- Documented new requirement 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 requirement.
- Assisted with the technical and functional knowledge to 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.

AMPS

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 aspect.
- 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.

AWARDS

ACE Award

Pitney Bowes

12/2021

Leading and effectively managing Tier3 AWS migration and innovating automation tools.

Star Award

Pitney Bowes

03/2021

- Leading and effectively managing Tier3 and DLA product operations & team.

Gateway – The leaders League

flex

02/2018

- Leadership Training (6 months program)

Titanium Award

flex

10/2017

- Designed web portal to automate all production cases for quicker response.

Platinum Award

flex

09/2016

- Designed SQL Deployment Tool for automatic SQL deployment.

Spot Award

L&T Infotech

08/2014

- For quick understanding of OTIS elevators business.

Ace Award

Hexaware Technologies

07/2012

- For effectively handing AMPS application and clients.

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