



# AVINASH DHUMAL

ASSOCIATE  
MANAGER - IT

## CONTACT INFO



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Pune, MH, India

## ONLINE PRESENCE



LinkedIn Profile



Online Profile



medium.com blog



Hacker Rank Profile

## ABOUT ME

Technical people leader with 12+ years of software architect, design, development, management, and support experience using **Azure & AWS Cloud infrastructures**. Developed, managed, and led client, database, and enterprise applications/products on **Microsoft Azure, AWS Cloud and Non-Cloud platforms with Microsoft Technology stack**. Currently working as **Tech Manager** and designated as **Associate Manager** at **Pitney Bowes, Inc.** and managing & leading global mailing products called **Tier3 & DLA**.

## EXPERIENCE

### ASSOCIATE MANAGER - IT

PITNEY BOWES, INC.

FEB 2020 - CURRENT



- **Managed & Migrated applications and data** from on-premises to **AWS Cloud platform**. (20+ countries) Saved more than **\$1M+ hard savings**.
- **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.
- **Leading and managing T3Online web product development** in **agile methodologies**.
- **Playing important role in handling application & server specific vulnerability**. Successfully improved **Horizon Rapid 7 security score** from **10+ to 1+**.
- **Currently managing & leading a technical team of 11 engineers (direct report)** and responsible for their **KRA, annual goals and performance appraisals and mentoring**.

### 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, performance appraisals and mentoring**.

## 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	Jenkins
MS Projects	MS Visio	Wireframe Sketcher	Lucid Charts
Checkmarx	Confluence		

### CLOUD PLATFORMS

Azure	AWS	Cloud Migration
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## 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



- Managed & Migrated applications and data from on-premises to AWS Cloud platform. (20+ countries) Saved more than \$1M+ hard savings.
- Managed On Prem to AWS migration which includes estimation, planning, forecasting, and reporting.
- 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)
- Currently managing & leading a team of 11 people (direct report) and responsible for their KRA, annual goals and performance appraisals.

#### TECHNOLOGIES

ASP.NET Core, ASP.NET MVC, C#.NET, Web API, SQL Server 2019, Windows Services, Web Services, WCF, Bootstrap 4.0, Angular 4, TypeScript, jQuery, HTML5/CSS3

#### MANAGERIAL SKILLS

Resource Planning, forecasting & allocation, OKRs, SWOT Analysis, Conflict Management, Risk Assessment, Reporting, Strategic Talent Review (Quarterly) with Director and India HR Head.

#### FAMILIAR

MS Projects, MS Visio, Jira, Confluence, TFS, GitLab, Remedy, Dynatrace, PagerDuty, Checkmarx, Jenkins, Ansible, Terraforms, CI-CD, AWS - EC2, Fargate, Container Services, S3 Bucket, Backups, Vaults,

## 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 performance 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



### 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