



ajay Singh

Software Release Manager

Personal Info

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 11/05/1981

Education

- **Bachelor in Commerce**
Jammu University
Present
- **MCA**
Punjab Technical
University
- **MSC**
Punjab Technical
University
- NIIT

Skills

Six Sigma

Investigating

investigations

penetration testing

Asset Management

audits

Auditing

Telecom

new business

Process Improvement

Change Management

Summary

Highly experienced Software Release Manager with 10+ years of demonstrated success in coordinating software and application releases. Adept at implementing integration and automation strategies, and resolving complex technical issues.

Work Experience

Release Manager /Change Manager, Tata Consultancy Services

May 2023 - Present

Responsible for the planning, coordination, and management of software releases. This includes coordinating the release process between the development, testing, and production teams, ensuring that all necessary steps have been taken to ensure a successful release along with identifying and resolving any issues that arise during the release process, as well as communicating with stakeholders about the status of the release and any changes that may occur.

INVOLVEMENT AND RESPONSIBILITIES HANDLED

* Release Manager:

An experienced Software Release Manager with over 16 years of experience in the IT industry. I have managed large-scale initiatives across the UK, and has gained a deep understanding of the software development and release process. I have proven track record of successful project completion and is highly skilled in software development and release management.

WORK EXPERIENCE

- Development and maintenance of release notes and go-live plans
- Checking projects have meet the entry criteria for regression testing
- Perform risk analysis, planning and approvals for late admissions into scheduled releases and for all changes not in a scheduled release
- Track status of releases
- Submission of release documents and plans
- Management of risks, issues and dependencies for the release

communicating
communications
Ensure compliance
Information Security
confidentiality
Consultancy
Kaizen
Desktop Support
project plan
project timelines
project planning
maintain data
Incident Response
Predicting
governance
Group Policy
Healthcare
ITIL
ITeS
infrastructure
mobile App
troubleshoot
Knowledge Management
LEAN
Mainframe
maintenance
Network Architecture
operational security
Managed Services
privacy laws
production control

- Tracking post go-live issues and performing statistical analysis
- Participating in post release reviews
- To act as coordinator for the local release management team and the global team.
- Follow release planning and execution processes and define and manage release schedules and milestones
- Assemble and lead multiple cross-functional teams to support releases of varying size, complexity and duration
- Manage change control processes for the release
- Provide oversight for deployment of releases into production environments through ensuring release readiness and adequate deployment runlist.
- Prioritising defect fixes and managing the releases of functionality through the various environments
- Working experience in analysis, design and programming
- Experience working with Configuration Management (CM) including planning, monitoring, and reporting on CM activities
- Release readiness– Complete ownership for reviewing, validating and approving release scope
- Release readiness –Complete ownership for reviewing, validating and approving release scope

Manager, Tata Consultancy Services

May 2013 - Present

Manage the team, maintain friendly relations with the client, build a realistic project plan, deliver the outcomes on time, schedule tasks, and delegate assignments.

INVOLVEMENT AND RESPONSIBILITIES HANDLED

- * Project Manager: Been a part of the mobile App solution team for Public Sector account. Track the progress and performance of the project, along with the performance and efficiency of the team members. Proactive risk identification, management & mitigation activities. Predicting possible risks and eliminating them in a timely manner. These risks can belong to one of the 3 most common types, such as technical risks, monetary risks, and scheduling-based risks. Taking complete authority for reducing the probability of occurrence of risks while executing a project.
- * Delivered 3 major mobility apps within a span of 6 months to GOI.
- * Identified more solutions based on customer requirement and got approval to develop 2 more apps.
- * Apps were delivered in a timely manner without any defect/issue being raised by the customer.
- * Provided App development along with 24x7 app support from available resources without adding more resources in the team.
- * Raised the standard of app development by mitigating any defect/issues while app was being developed.
- * Applied multiple available resources to check the developed code

Public Sector

quality assurance

quality improvement

QA

Release Manager

release management

Transition Management

risk identification

risks

risk appetite

security awareness

security policy

security policies

Service Level management

Software Release

software development

App development

solution deployment

technology change

Service Desk

vulnerability

friendly

Delivery Management

scheduling

testing

metrics

administration

quality control

quality controls

Proactive

Offshore

by the team itself before being shared to the customer.

* Information Security Manager: Been a part of Information Security for a major BFSI account. Provide operational security services to account Globally and expert information security advice that enables technology to be implemented in line with security policy and risk appetite whilst enabling the business to operate effectively. Proactive risk identification, management & mitigation activities.

* Single handed managed access for entire BFSI account for multiple application by using internal Client tool. Ensuring that the right users have the appropriate access to technology resources on priority basis.

* To review, approve any query requests from business & technology and to ensure Group Policy is adhered to.

* Review & approve security-related change requests for implementing change within internal and external processes defined by the Client. Effectively communicating with the responsible teams to get the change implemented on timely basis.

* Actively participated in internal, external, Client and ISO audits for the project.

* Investigating security exceptions flagged by Controls Monitoring team.

* Regularly reviewing of security metrics along with specific locations IDM team, conducting vulnerability assessments and penetration testing to validate security configuration on quarterly basis.

* Participation in Information Security Incidents & Events in line with Incident Response.

* Aggressively running the BCP scenarios across all locations on quarterly basis to make sure project is ready for any event.

* To manage and direct security investigations and to respond to special handling requests. Provision of advice and guidance to Technology and the Business with respect to security queries, risks, issues or incidents.

* Maintain close working relationships with 'line teams & business contacts' to ensure early visibility of technology change and high visibility of security responsibilities.

* Create and document guidelines on appropriate ways of implementing technology within account to comply with Group security policy.

* Manage the review process with the relevant support teams through to agreement, publication and implementation.

* Provide expert assistance on how to meet security policy and guidelines. Business engagement & coordination throughout project deliveries to ensure successful delivery and sign off.

* Deliver security awareness & education to the business & technology via regular engagement & communications via email, web, attendance to meetings etc.

* Monitor threat and vulnerability news services for any relevant information that may impact installed infrastructure data to pre-

security

Payroll

KPI's

vulnerability assessments

Languages

English

emptively eliminate the possibility of system breach.

- * Ensure compliance with regulations and privacy laws.

- * Quality Manager:

- * Primarily worked on four main components> quality planning, quality assurance, quality control and quality improvement.

- * Single handedly implemented multiple quality controls in various processes (Healthcare, Telecom, ITeS) and supervised them.

- * Created quality analysts in each team to monitor day to day activities and report the outcome.

- * Activities were planned in a way to improve the overall quality (call/tickets) to meet Customer criteria.

- * Received applauses from Customer on meeting the quality criteria on regular basis.

- * Delivery Manager:

- * Firsthand Delivery Experience handling multiple ITeS (Service Desk/App Support/ Desktop Support) accounts (Onsite/Offshore) across BFSI and Domain.

- * Key deliverables were maintaining the project timelines and ensure hassle free delivery of new and existing projects by maintaining SLA's and KPI's.

- * Helped one of the Domain accounts to save USD as hard save by automating password reset and Mailbox elimination which lead to 9 FTE productivity benefit.

- * Developed governance and ITIL process framework for all IT Disciples.

- * Responsible for maintenance of all IT Service support for End Users, oversee coordination effort among Incident, Problem and Change Management, Asset Management, Service Level management and end user (Laptop/Desktop, Smartphones, Supports BYOD) solution deployment and Support.

- * Recently assisted in growing a telecom project from 8 FTE's to 30 FTE's within a period of 8 months.

- * People Manager:

- * Experience in managing BFSI and Domain accounts as Managed Services and Shift Augmentation Model.

- * Handling a Span of more than 80 Fte's directly/indirectly.

- * Hiring across PAN India across various verticals. Experience in optimization of resources

- * Knowledge Management and Training:

- * Deployment of internal or external Knowledge Management tools in existing and new processes. * Deployed KNOWLIB TCS's internal KM tool in one of the existing processes in Domain.

- * Transition Management:

- * Transitioned couple of projects from onsite to offshore location

single handedly.

- * Involved in project planning, development, testing and knowledge transfer from onsite.

- * Proposed a hiring-solution for new business. This includes the detailed hiring process-chart along with the hiring-sources.

- * Prepared a customized training solution for the new business.

- * Worked with Tech-project team to prepare a Network Architecture/Solution for the new business. In addition to that single handedly transferred knowledge from Onsite to Offshore teams in couple of Projects.

- * Process Improvement Projects (Green Belt Certification): GB certified by TCS involving various projects.

References

References available upon request