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Work Experience

Job Title: Technical Consultant

Company: PamTen Software Solutions, Inc, Location: CA, from 6/2021

Role Description

1. Proven experience in strategic planning, designing, and implementing innovative technology solutions to meet client's business needs.
2. Extensive knowledge and expertise in cloud computing, enterprise architecture, and infrastructure design, resulting in numerous successful implementations.
3. Highly skilled in conducting thorough needs assessments, identifying potential opportunities for optimization, and recommending cost-effective solutions that align with organizational goals.
4. Proficient in project management, ensuring timely delivery of projects within budget and scope.
5. Expertise in leading cross-functional teams, fostering collaboration, and building strong relationships with stakeholders to achieve project objectives.
6. Strong understanding of emerging technologies, industry trends, and best practices, resulting in the development of cutting-edge solutions for clients
7. Proven track record of driving business growth through innovation, resulting in a 20% increase in revenue for previous organization.
8. Excellent communication skills, able to translate technical concepts into layman's terms, facilitating effective communication between technical and non-technical team members.
9. Recognized for exceptional problem-solving abilities, able to identify and address complex issues, resulting in a 15% increase in efficiency for previous organization.
10. Adept in conducting training and workshops for clients and team members, enhancing their understanding of technology solutions and promoting adoption of new processes.

Job Title: Systems Integration Director

Company: NTT Data Information Processing India Pvt Ltd, Location: IN from 12/2014 to 6/2021

Role Description

1. Led NTT's End User Technology Services, earning recognition for Innovation and spearheaded IT Strategy around application development of scalable secure virtual agents/chatbots/IVR & automated multi-step activities/business processes/process flows with advanced DevOps including QA & CICD.
2. Oversaw end-to-end solutions delivery including Security Management, SLA/KPIs, Service Availability using integrations with Intune Endpoint Management, Service Now, MS Project, Sharepoint, o365, and leveraging Power BI/Azure Cosmos DB based service reporting for continuous service improvement.
3. Managed global budgets & developed Cost Model with the Finance Leadership to optimize processes & track costs for cost-reduction objectives, while ensuring Team Development.
4. Involved in ensuring quality assurance, staff development, performance management, vendor management, information security management, contract negotiations, security compliance, general administration, performance evaluations, technical specifications, project management, coaching, and managing production environment.
5. Managed and maintained data privacy, vendor relationships, and ensuring PCI compliance.
6. Served as Service Transition Transformation Leader for FogLight, Zenoss (Docker based) & App Response Time Monitoring service offering, upgrades, and transition to cross-tools.

Job Title: Ind IT Tech Ops Lead

Company: AON Consulting Pvt Ltd, Location: IN from 08/2011 to 12/2014

Role Description

1. Lead SME for IT infrastructure monitoring tools such as BMC suite of applications and xMatters.
2. Proven experience in application development utilizing raw data to build simple, secure web applications that provide critical information to enterprise users.
3. Lead for creating custom Inhouse Windows, Apache, MySQL and PHP (WAMP) based Dashboards, add-on utilities for asset management, infrastructure monitoring batch and API based (SOAP, RESTful) system to system integrations, reducing time needed to prepare reports by 50%.
4. Responsible for leading professional meetings/presentations, overseeing a team, meeting with clients, creating reports/feedback using PPL tools, studying gap-analysis, providing SOPs, handling tickets & providing technical support, configuring systems/alerts, creating Platform scripts/backups (PowerShell/VB/Shell), and implementing upgrades using Service Management principles.

Job Title: IT Analyst

Company: Tata Consultancy Services, Location: IN from 08/2010 to 08/2011

Role Description

Involved as an experienced Solutions Analyst, L3 Subject Matter Expert (SME) into automating and monitoring multiple systems (BEM, SCOM 2007, SolarWinds, IPMonitor, SUNMC, BMC Patrol, SCOM) in Infrastructure Center of Excellence (CoE).

Job Title: System Integration Specialist

Company: NTT Data Information Processing India Pvt Ltd, Location: IN from 08/2006 to 08/2010

Role Description

SME for BMC TMART, SilkTest, BMC Event Manager (BEM), NetIQ, Zenoss, BMC Patrol. Engaged with Service Operations, IT Operations, and Continual Service Improvement (CSI) for infrastructure, server, and application monitoring (automation).

Job Title: Software Engineer

Company: Valtech, Location: IN, from 2/2005 to 08/2006

Role Description

1. Supervisor and Point of Contact (PoC) as EAI/B2B analyst developer in IBM WebSphere MQ in the retail supply chain domain.
2. Lead and supervised troubleshooting messaging issues in Server, thereby providing End-User Support with the end goal of user satisfaction.

Job Title: Jr. Software Engineer

Company: Sibin Group, Location: IN, from 07/2004 to 02/2005

Role Description

Junior Developer engaged with developing VB 6.0 software with Microsoft Access XP as the back end for a client, as a fresh Computer Science Engineering graduate.

Certifications: ServiceNow Certified Administrator, Azure AI Engineer Associate, Foundation Certifications: Google Certified Foundations of PM towards PMP Certification (In-Progress), AWS Certified Cloud Practitioner, Certified in Cybersecurity (ISC)2, ITIL® Foundation Certificate in IT Service Management (ITIL v4), Azure Fundamentals, AI Fundamentals, Data Fundamentals, Power Platform Fundamentals, Desktop Support Technician.

Education MBA, *Information Systems Management (2013)*, B. Tech in Computer Engineering (2004)

Languages English- CLB 9 (*Fluent*), **French** – Reading (*Intermediate*), Speaking/Writing (*Beginner*).