

**SACHIN TEWARI** 80 Brentmore Pvt, K40 0B7, Ottawa, ON, Canada, [sachintewari@me.com](mailto:sachintewari@me.com)

**Mobile:** (514) 210-2131

**Website** <https://bit.ly/www54ch1n> , **LinkedIn** <https://bit.ly/LIn54ch1n>, **GitHub:** <https://bit.ly/3SZm2mX>

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

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

**Work Status and Preference** *Permanent Resident of Canada, Flexible to Relocate, Ready to travel.*

## Summary

With 19+ years of experience in the IT industry, I use my knowledge and expertise in cloud computing, business systems, enterprise architecture, and service delivery process automation to provide innovative and cost-effective solutions to clients' business needs. I have a strong track record of managing technological projects, maintaining relationships, ensuring SLA compliance, and achieving high customer satisfaction. Some of my notable achievements include leading IT strategy at NTT Data Services, creating in-house monitoring tools at Aon, and receiving awards and certifications.

## Work Experience

**Job Title:** Technical Consultant

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

### Role Description

1. Demonstrated ability to strategically plan, design, and implement innovative IT systems/IT Solutions/technological solutions to meet clients' business needs.
2. Extensive knowledge and expertise in cloud computing (*AWS Certified Cloud Practitioner, Certified in Cybersecurity (ISC)2, Azure AI Engineer Associate, Azure Fundamentals, AI Fundamentals, Data Fundamentals, and Power Platform Fundamentals*), enterprise architecture and Tools (*ServiceNow Certified Administrator*), Infrastructure planning, Infrastructure design, system design, system integration, resulting in successful solution implementations.
3. Proficient in conducting thorough needs assessments, identifying opportunities for optimization, and recommending cost-effective solutions aligned with IT management and overarching organizational goals (*ITIL® Foundation Certificate*).
4. Skilled in project management, project planning, project execution and project control (*Google Certified Foundations*), ensuring timely delivery of projects within budget and scope, leading cross-functional teams, fostering collaboration, and building strong relationships with stakeholders to achieve project objectives.
5. Strong understanding of emerging technologies, industry trends, and best practices, resulting in the development of cutting-edge solutions for clients, while maintaining security, compliance, vendor and stakeholder management.
6. Expert in software development life cycle (SDLC) and agile methodology, business analysis and risk management & test plans around system testing, to deliver high-quality products, meet tight deadlines and exceed client expectations.
7. Recognized for exceptional problem-solving abilities, able to identify and address complex issues, project review, optimizing performance, cost management, time management, process improvement, system performance enhancement and introducing innovation by conducting research.
8. As Technical Solutions Architect, adept in conducting UAT workshops, end user training and milestone workshops for clients and team members, enhancing their understanding of technology solutions and promoting adoption of new processes.
9. Participate in responding to RFI/RFQs, SOW quickly and accurately for customers, while providing comprehensive explanations of the business requirements and recommended solutions, baseline pricing and reporting weekly metrics via Salesforce to C-Suite leadership. *Involved with 4 crucial project wins since joining the Proposal Team last year (2023).*

**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/assistants/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/m365, and leveraging Power BI/Azure Cosmos DB based service reporting for continuous service improvement.

3. Managed global budgets & developed Cost Models with the Account/Finance Leadership to optimize processes & track costs for cost-reduction objectives, while ensuring Team Development, resulting in a 15% increase in efficiency for the organization.
4. Involved in ensuring quality assurance, staff development, performance management, vendor management, information security management to receive approval from security solutions and team, 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 and team guidance, meeting with clients, requirement analysis, creating reports/feedback using PPL tools, studying gap-analysis, providing SOPs, handling tickets in different ticket management systems (Remedy, Service Now, ZenDesk) & providing technical support around Incident Management, Change Management, Problem Management, configuring systems/alerts, creating Platform scripts/backups (*PowerShell/VB/Shell scripting*), 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 in Managed Services tower, L3 Subject Matter Expert (SME) and Shared Services' Systems Administrator (Sys Admin) into automating and monitoring multiple systems (BEM, SCOM 2007-Microsoft 365 environment, SolarWinds, IPMonitor, SUNMC, BMC Patrol, SCOM) in Infrastructure Center of Excellence (CoE). *Lead for Discovery and Knowledge Transition (KT) for the tools in 2 months achieving 100% objective goals as per the Transition Plan.*

**Job Title:** System Integration Specialist

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

*Role Description*

1. 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).
2. Identify, document, manage and escalate issues relating to vendors, clients, user groups, system functionality, facility acceptance.

**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 groups in examining business processes/ work processes, setting (*Shifts*), and clarifying objectives, encouraging innovation in Customer Service, overcoming resistance to change and resolving conflicts relative to information systems management.
3. 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 Information Technology Service Management (ITIL v4), Azure Fundamentals, AI Fundamentals, Data Fundamentals, Power Platform Fundamentals, Microsoft Technology Desktop Support Technician.