SACHIN TEWARI 80 Brentmore Pvt, K40 0B7, Ottawa, ON, Canada, sachintewari@me.com
Mobile: **(514) 210-2131**
Website *https://bit.ly/www54ch1n* , **LinkedIn** https://bit.ly/LIn54ch1n, **GitHub:** https://bit.ly/3SZm2mX

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 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 organizational goals (*ITIL® Foundation Certificate*).
4. Skilled in project management (*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, 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, , optimizing performance, cost management, time management, process improvement, system performance enhancement and introducing innovation.
8. As Technical Solutions Architect, adept in conducting training and 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 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, 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 (*Microsoft Desktop Support Technician*), 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, L3 Subject Matter Expert (SME) and 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 as per 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

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, Microsoft Technology 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).*

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