

SACHIN TEWARI

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ON, L4W 4J4, Canada, sachintewari@me.com, +1 514-210-2131 (Personal Primary)

Work Experience

Job Title: Technical Proposal Manager

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

Role Description

1. *Technical Proposals:* Respond and answer quickly and accurately to RFI/RFPs from customers. Adept in creating proposals that fulfill customer needs and effectively explain the value of the recommended solutions. And reporting weekly metrics to the C-Suite leadership.
2. *Architecture and Design:* Design and Architect software solutions for clients, including cloud-based solutions and enterprise applications.
3. *Project Management:* Running all aspects of the project life cycle, from planning and design to implementation and support.
4. *Solution Road mapping:* Create solution roadmaps that prioritize customer needs and maximize ROI.
5. *Emerging Technologies:* Leverage advanced technologies to create technical solutions and improve customer experience.

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 & won "NTT Data Delivery Excellence Award" for [Innovation](#) (2020).
2. Drove multi-million USD contract renewals & steered Systems Engineering team to build security services enabled virtual agents/assistants/chatbots/IVR & automated multi-step activities/business processes/process flows.
3. Service Transition Transformation Leader for FogLight, Zenoss & App Response Time Monitoring service offering, upgrades & transition to cross-tools.
4. Owned end-to-end solutions delivery incl. Security Mgmt., SLA/KPIs, Service Availability, MS Project, Power BI/Azure Cosmos DB based service reporting & continuous improvement.

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 Borland Silk Performer Synthetic Transaction Monitoring and XMatters AlarmPoint.
2. Lead for creating custom Inhouse Windows, Apache, MySQL and PHP (WAMP) based Dashboards, add-on utilities on web technologies for asset management, infrastructure monitoring batch and API based (SOAP, RESTful) system to system integrations, reducing time needed to prepare reports by 50%.
3. Managed customer relationships and external stakeholder management for infrastructure platform.

Job Title: IT Analyst

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

Role Description

As Subject Matter Expert in Infrastructure Center of Excellence(CoE) for multiple systems (BEM, SCOM 2007, Solarwinds, IPMonitor, SUNMC, BMC Patrol, SCOM), responsibilities included leading professional meetings/presentations, overseeing a team, meeting with clients, creating reports/feedback using PPL tools, studying gap-analysis, providing SOPs, handling tickets, creating RFPs, configuring systems/alerts, creating infrastructure and Platform scripts/backups, and implementing upgrades.

Job Title: System Integration Specialist

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

Role Description

Subject Matter Expert for BMC TMART, SilkTest, BMC Event Manager (BEM), NetIQ, Zenoss, BMC Patrol. Engaged with Service 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

Supervisor and Point of Contact (PoC) as EAI/B2B analyst developer in IBM WebSphere MQ in the retail domain.

Job Title: Jr. Software Engineer

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

Role Description

Junior Developer engaged with developing a VB 6.0 software with Microsoft Access XP as the back end for a client.

Certifications: 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*).