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Work Experience

Job Title: Technical Consultant
Company: PamTen Software Solutions, Inc, Location: CA, from 6/2021
Role Description

1. Possess excellent technical writing skills to prepare technical proposals (answering RFI/RFQs quickly and accurately for customers), while providing comprehensive explanations of the recommended solutions and reporting weekly metrics to C-Suite leadership.
2. Efficient in research of emerging technologies, industry trends, design, and architecting software (Web/Mobile solutions) for clients including cloud-based systems and enterprise applications.
3. Skillfully managing customer accounts, business value and business relationships, project lifecycle (Agile Methodologies and Waterfall Model) and effectively crafting solution roadmaps to prioritize customer needs and maximize ROI.
4. Experienced in usability, Information Technology (IT) Security, IT Service Management, IT Solutions, requirement gathering, business process, business applications, business operations and data analysis.

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 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, 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. Served as Service Transition Transformation Leader for FogLight, Zenoss & 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. 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%.
3. 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, 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

Solutions Analyst with extensive experience automating and monitoring multiple systems (BEM, SCOM 2007, SolarWinds, IPMonitor, SUNMC, BMC Patrol, SCOM) as Subject Matter Expert 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

Subject Matter Expert 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

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: 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: 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).*