SACHIN TEWARI   (514)-210-2131   sachintewari@me.com

I have over 18+ years of experience in the Information Technology space, working on strategic planning and delivering cloud-based IT services and solutions around Data intelligence, Cognitive Automation, and IT workspace modernization.

EXPERIENCE

Technical Proposal Manager, PamTen Software Solutions, Inc, ON
06/2021 - *Present*

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

Systems Integration Director, NTT Data Information Processing Pvt Ltd, IN
12/2014 - 06/2021

- Led NTT's End User Technology Services & won "NTT Data Delivery Excellence Award" for Innovation (2020).
- 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.
- Service Transition Transformation Leader for FogLight, Zenoss & App Response Time Monitoring service offering, upgrades & transition to cross-tools.
- 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.

Ind IT Tech Ops Lead, AON Consulting Pvt Ltd, IN
08/2011 – 12/2014

- Lead SME for Borland Silk Performer Synthetic Transaction Monitoring and XMatters AlarmPoint.
- 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%.
- Managed customer relationships and external stakeholder management for infrastructure platform.

IT Analyst, Tata Consultancy Services, IN
08/2010 – 08/2011

- As Subject Matter Expert 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, studying gap-analysis, providing SOPs, handling tickets, creating RFPs, configuring systems/alerts, creating infrastructure and Platform scripts/backups, and implementing upgrades.

System Integration Specialist, NTT Data, IN
08/2006 – 08/2010

- 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).

Software Engineer, Valtech, IN
02/2005 – 08/2006

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

Jr. Software Engineer, Sibin Group, IN
07/2004 – 02/2005

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

EDUCATION	MBA, Information Systems Management (2013) B. Tech, Computer Engineering (2004).
NOTABLE CERTIFICATIONS	*Associate Certification*: 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.
NOTABLE AWARDS AND RECOGNITION	NTT Data Delivery Excellence Award 2020 (Innovation) Winner TCS Service Excellence Award 2011 AON Hewitt Annual Awardee in the India Technology Group Summit & recipient of Gold Medal in 2012.
SOFT SKILLS	Fluent in English (CLB 9), Moderate working knowledge of French (A2)
GITHUB PROJECTS	Scripting - https://github.com/mailforsachin/BDLCode Powershell and AzureAD - https://github.com/mailforsachin/PowershellScripts Bash Scripting - https://github.com/mailforsachin/Zenoss