

**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>

## **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/RFPs 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. Engaged with analyzing industry resources, developing business plans and meeting corporate policies.
4. Skillfully managing customer accounts, business value and business relationships, project lifecycle (Agile Methodology and Waterfall Model) and effectively crafting solution roadmaps to prioritize customer needs and maximize ROI.
5. 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 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, 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. Involved in ensuring quality assurance, staff development, performance management, vendor management, information security management, 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 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 (PowerShell/VB/Shell), 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) into automating and monitoring multiple systems (BEM, SCOM 2007, SolarWinds, IPMonitor, SUNMC, BMC Patrol, SCOM) 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*

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:** 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*).