

## **MR.ASHISH J.PATIL**

### **EXPERIENCE SUMMARY**

- Experience in **PMO, Contract and Commercial Management / Project management** at Tech Mahindra from Feb- 2009 - Till date
- Almost **13 yrs** of **IT** experience in support and maintainance(ASM), development and management of full life cycle commercial applications for British Telecom .
- **Presentations for BT senior Management (ASM) depicting the overall reductions of Incidents , adherence to Generic Service Level Agreements , Key Performance Indicators keeping in mind the commercial aspects. Line of Business of BT : Openreach and Wholesale & Ventures.**
- **Presentations to Sr Vice President for Overall performance of IBU ( employee strength : 660+) encompassing Commercials: Contracts , Attrition, Resource Planning, Balanced Scorecard parameters.**
- Functional experience includes Telecommunications, Application Support, Delivery Management.
- Identify and resolve problems with applications and systems to maintain underlying business processes and continuity of service.
- Almost 18 months experience of Mechanical Industry.

### **ACADEMICS**

- Bachelor of Engineering (Mechanical Engineering) from Govt's Sardar Patel college of Engineering ,Andheri, Mumbai (Mumbai University) in 2000.
- Post Graduate Diploma in Advance Computing from CDAC, Vashi in 2001.
- Master in Business Administration (IT Systems & Finance) from Indira Institute of Management, Pune University--Pursuing.

### **WORK HISTORY**

<b>Duration</b>	<b>Organization</b>	<b>Designation</b>
<b>April 2006 till date</b>	<b>TechMahindra Ltd.</b>	<b>Lead Operations</b>
<b>April2003 - Nov2003</b>	<b>Asian Paints (I) Ltd</b>	<b>Maintenance Engineer</b>
<b>June2002 - March2003</b>	<b>Bharat Bijlee Ltd</b>	<b>Sales Engineer</b>
<b>Oct2001 - May2002</b>	<b>Silverline Technologies Ltd</b>	<b>Software Consultant</b>

### **ACHIEVEMENTS**

- Pat on Back Awards for End to end PMO Aspects in the Organization for continuous Financial Quarters.
- Received Cookies Award in the year 2007-08
- Best team award 09-10

## **WORK EXPERIENCE**

### **Tech Mahindra Ltd.**

**IBU : BT01-A / AMS-02 / BTASM-2**

**Feb 2009 – Till Date**

**(Client: British Telecom)**

As PMO (Contract Management & Commercial) I am responsible for the following:

- Coordinate: Billability Data: Data collection and Reports: Weekly
- As an In-Life Contract Manager for multi-million pound contracts for Application Maintenance & Support spanning 120+ IT applications with British Telecom Plc.
- Provided guidance and assistance on interpretation of contractual clauses and obligations.
- Ensured that strict contractual scope bounding is maintained to protect against any profit leakage through scope creep.
- Budget/revenue forecasting across the term of the contract with major client, British Telecom Plc.
- Responsible for creating quarterly budgets/quotes for projects/negotiations/obtaining approvals.
- Computing the Purchase order value and sending it to client and also following up with them if they have issued PO or not.
- Prepared proposals in cooperation with various work streams; costing/defining 'price-to-win' and selling points; co-leading negotiations.
- Computed the invoice value and sending it to the client and also following up with them if they have paid the invoices or not.
- Created Quotes in the system and sending it to the client so that they can generate the PO.
- Updating the Commercial Dashboard and change register and sending it to client.
- Involved in Budget Management, Project management and Risk Management.
- Preparing the expense report of the department.
- Estimating the Revenue for our department.
- Responsible for Project planning and reporting
- Raising Change control note and sharing it with the client for their approval for any addition in work or for any removal of application.
- Coordinate: RUS: Monthly: Data collection and Reports; RUS Tracking: RUS Submission tracking
- Project creation as per geography and contract and their appropriate closure in order to track all the related direct costs as well as indirect costs
- Reports based on Headcount reporting, forecasting, demands, utilization, costing
- RUS forecasting for the year ; the attrition details ; and the new requirements
- Ensuring no or minimum revenue leak occurs in the Contracts
- Utilization Reports and Tracking costs ( direct and Indirect) associated with the Project
- Adhoc Requests from entire IBU queries / requests relating Resource, Quotes, RUS data
- Logistics Data - Laptops, Seat projections ; Onsite-Tracker: Weekly: Tracker to be updated with inputs from RMG / PSD / PM
- Ensure RUS is completed on time and Checking Billability of the people to ensure optimum use of resources by use of RUS Status and RUS Billing details.
- Ensuring people are billed accordingly to avoid duplicate or Overbilled cases in order to avoid penalties during the Client Audits.
- Tracking and creating Quotes and ensuring complete utilisation of it to ensure maximum Revenue for the IBU
- Tracking Invoices and chasing for POs to ensure proper utilisation of Revenue and meet the Balanced Scorecard Parameters for the IBU

- EBITDA Analysis and tracking P&L of the projects and at IDU Level and maintaining it to ensure the optimum utilisation of Costs
- Highlighting to Finance if any discrepancies found at the Project level P&L and monthly billing cycle and further resolving them
- Highlighting projects with low return on investment.
- Minimising travel costs, buffer and unnecessary costs of OT, Shift , On Call Allowances to maximize EBITDA ; ROI
- Adding VOI with tools implementation like Sapience, SR WA dashboard , CUBES
- Presentations on SDU level for SDU Head ( Sr Vice President) to cater for attrition, IDU project wise planning of resources, billing of resources.
- Managing Platform Level activities for EWMP to measure KPI : Key Performance Indicators and adherence to GLSA : Generic Service Level Agreements
- Presentations for weekly review of the BT senior management of ASM ( Application , support & Maintenance) signifying the reduction of incidents across EWMP platform consisting of 90+ applications. Keeping in mind the commercial aspects of the contracts.
- Driving for CSIP to be implemented
- Accurate Analysis using different reporting tools like SFN: Signal for Noise, and BT reporting tools like BLIPS, CHASM, SPIKE, WAS
- Guiding the team during the weekly review calls in company with the platform heads
- Highlights , lowlights of the week; advocating Best Practices within the team as per ITIL standards
- Preparation of Burn Chart Reports , Budget Reports for all Project in the IBU.
- Budget Management for Projects including Contract Budget ; Pipeline and Buffer Projects Budget
- Analysing Timesheet and Sapience Reports to increase projects efficiency
- Efforts Tracking in T&M and FP Contracts of the IDU and guiding teams for its optimum utilisation at Project contract level. Ensuring total utilisation of the Quotes across all the geographies of the IDU including various Clients.
- Approving the OTs ; Allowances of the employees of the IDU comprising of 650 people and adhering its compliance to organisation policies and client billing details.

#### **FaME-Tacticals -Support**

**Sep 2007 – Jan 2009**

**(Client: British Telecom)**

FFS (Field Force Solutions)-Tacticals team handles development and support activities on BT's critical EAC suite of applications related to it like EAC, Fast Mops, FastServe etc. TechM is providing support service for BT's Field force solution. FFS is part of BT's OpenReach initiative that complies with OFFCOM regulations. OpenReach initiative serves BT-Wholesale, BT-Retail and other telecom service providers in the U.K.

I am responsible for the following:

- Help improve applications performance proactively in order to ensure business continuity in line with all processes.
- Make sure all the incidents are resolved within SLA and as per the customer expectations.
- Interact with external interfaces and users regarding various Outages and issues.
- Activities related to providing code and data fix based on the Incident with proper change management process.
- Monitor performance of the application and carry out tuning of the application as and when required.
- Enable process of deployment for implementation of the releases on live.
- Involved in Migration of applications from old Operating Systems to the latest approved OS.

- Planning and implementing the DR plan of critical applications to ensure Business Continuity.
- Analyzing the Risk associated with Critical applications and coordinating for its smooth running by discussion with concerned stakeholders and service manager.
- Providing approval and rejection to CR, Raising CR for code fixes and new releases.
- Perform Impact Analysis on change requests.
- Handling the bridge cases and dispatch to relevant dealer groups.
- Raising service request on other groups or providing data based on the SR requests from other queues.
- Ensuring Continuous Service Improvement Plan and proper RCA is done.
- Enable participation in Client meetings and discuss the problems related to team tasks and raising Problem Records accordingly to resolve the issues.
- Perform capacity planning to improve application performance as per process.
- Enable Data base health check activities.
- Carrying out Configuration Management activities using MS Visual Source Safe.
- Updation of Application RunBook & Learner Logs as required.
- Experience in giving live support to Gold and silver Support Applications and handling full life cycle of all modules.
- Providing second line support and fix incidents for EAC applications by ProActive Maintenance.
- Communicate with external parties associated with applications.
- Preparation of Monthly Reports through BLIPS, IPSWICH, SPIKE, WAS & CHASM.
- Preparation of Metrics Reports.
- Driving Change Management Process to achieve RFT for concerned issues and releases.
- Ensuring Availability Management, Problem Management is adhered by raising appropriate Problem Records and ensuring Quality RCA is done to resolve issue.

#### **Responsibilities:**

- Constant monitoring of network stream, network behavior / performance and escalate if any issues.
- Supporting and handling P1 ,P2 and P3 issues pertaining to low disk space, CPU utilization , downstream network and providing resolution adhering strict SLA guidelines set by British Telecom.
- Initiate bridges for support issues involving and coordinating with Dabs, system administrators and management.
- Analyze system performance checking through error and system logs.
- Involvement in major deployment releases.
- Scheduling and readiness of environment, rebooting servers and inclusion of database patches, deployment system up gradation during release coordinating strictly with client and internal teams.
- Troubleshoot, coordinate, and manage daily incidents to meet and surpass SLA time frame.
- Post release production support (Level 2).
- Raising proactive Bridge Cases/Tickets using Clarify tool.
- Carrying out Health check of Live , Fallback and Database Servers
- Provide business knowledge to the team members Contribution to other organization initiatives (e.g. training, process improvement, knowledge management, other activities etc) Adherence to Company policies and values
- Participate actively in the mentoring of associates.

- Analyzing Risk associated and mitigating for the smooth running of Applications.
- Involved in Conducting Audits of CMM Level 5 and ensuring Business Continuity of applications.

**Environment:** VB , Oracle 8i,TOAD,Visual Source Safe

**WPP-eCoRepair/FastRepair    April 2006 – Aug-2007            (Client: British Telecom)**

**ECoRepair** a versatile web based Fault Reporting and Tracking Tool to provide visibility of eCoRepair fault report messages and update information. **FastRepair** is a versatile Fault Management Tool that gives you the ability to create, track and manage faults on a variety of BT backend and legacy systems.

**FastRepair** is a window based Fault Management Tool which enables users to create, track and manage private circuits, interconnect link ISDN2, ISDN2 home highway, ISDN30, PSTN, LLU, wholesale multi-line and wholesale web call connect faults. Users can also view and inspect routes plus track faults created within BT wholesale

I am responsible for the following -

- Monitor down/upstream interfaces, fault creation, system and database health check.
- Provide second line support for handling faults raised by users and carrying out various proactive maintenance activities.
- Work with various tools like TOAD.
- Assist team to resolve issues and queries.
- Take proactive steps inorder to avoid interruption of various applications.
- Incase of interface failures take corrective actions or coordinate with other support group to resolve the problem.
- Timely upgarading,installing new versions of applications for smooth fuctioning.
- Building up a very strong customer support and communication structure
- Maintainng the standards by Offtel, the regulatory body for UK telecom providers
- Fix incidents and provide application support
- Understand, analyze and resolve incidents to the satisfaction of user within specified framework of SLA and Target Times
- Communicate with users on issues associated with the Application
- Prepare and update Application Guide in consultation with Project Manager /Team Leader
- Understand importance of application in overall business domain
- Communicate with all external parties associated with application(s)
- Identify means to improve support process.
- Recommend improvements to application based on support experience
- Get early visibility into development releases by reviewing program specifications/HLD, code, UTP and other deliverables, if required.
- Involved in Knowledge Transfer for the successful Transition of Project to **HCL Technologies LTD.**
- Independent Hands-On for HCL Technologies LTD.

**Environment:** VB,VB.Net, ASP.Net,C#, Sql server2000, TOAD

**Asian Paints (I) Ltd.****April2003-Nov2003****(8 months)****Maintenance Engineer---Bhandup, Mumbai Plant**

As **Maintenance Engineer** in Plant engineering department was responsible for the following:

- Carrying daily maintenance activities of capital equipments such as Boiler, Compressors, Condensers, Mixers, Reactors
- Assigning daily work for the workmen of size 25
- Maintaining the UpTime of various Equipments so that production activity was not hampered.
- Take proactive & preventive steps in order that equipments do not fail.
- Working on projects to increase productivity and Functional experience on **SAP** as end user for the daily activities of **Plant Maintenance Module**.
- Maintaining British Safety Standards for safety of workmen and equipments.

**Bharat Bijlee Ltd****June2002-March2003****(10 months)****Sales Engineer----Chembur, Mumbai Office**

As **Sales Engineer** in Elevator division was responsible for the following:

- Doing the market survey of all types of **Olympus** Elevators.
- Bring Sales Orders for the Elevators.
- Dealing with Buuilders, Architects, Contractors, Engineers at Site & at office and provide presentations of Elevators and ultimately purchase orders for the company.
- Coordinating with the Sales Team of size 10 and prepare sales report.

**Silverline Technologies Ltd****Oct2001-May2002****(8 months)****Software consultant---SEEPZ. Andheri, Mumbai**

- AMAT Project was dealing with CAD drawings which was classifying those drawings according to the client requirements and Using VB forms and Oracle database to store its details.
- Part of the Development team for AMAT project. Dealings involved coding, testing, code debugging and delivering fixes for problems being faced on application. Application is running on a multitude of Languages which includes ASP, VBscript, VB6 and Database being Oracle 8i.

**Projects:**

Project Name

**Question Paper Generation System**

Client

Cdac's AMIMR Institute, Vashi Navi Mumbai

Software

Microsoft InterDev, MS-Access, IIS

Hardware

Windows NT

Team size

2

Duration

1 month

My Role

Role included analysis, designing, writing code and testing.

### **Summer Internship Project** (as MBA curriculum)

Company	<b><i>Voltas Ltd, Chinchpokli, Mumbai</i></b>
Summer Project Description	Study of SAP implementation and ABAP. <ul style="list-style-type: none"><li>• Study of SAP implementation. (SD-Module in particular)</li><li>• Designing reports in ABAP Language.</li><li>• Capturing requirements and mapping the reports according to specifications.</li><li>• Functional and technical problems they face during implementation and solving it.</li></ul>

### **WORKSHOPS/TRAINING PROGRAMS ATTENDED**

#### **Technical Training:**

- ITIL V3.

#### **Behavioural Training:**

- Basic Communication Skills
- Interpersonal Skills
- Business Communication

### **Personal Details**

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Best time to speak :

On Weekdays : From 10 AM to 11 AM, On Saturday, Sunday : From (9 AM to 8 PM)