FIPIN POOCHALY

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Passport No – **G2228489**

Valid till 03rd May 2017

**CAREER PROGRESSION (Total experience – 9 + Years)**

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| **EXPERTISE** |

**4+ years: Management |** Project Management, Techinical Management, People Management.

**5+ years: Technical** | Microsoft Dot Net Technologies, Windows Azure (Cloud computing), Web Technologies, Scripting, RDBMS, OS, and Networking.

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| **PROFESSIONAL PROFILE** |

Migrated one of the largest e-commerce website into windows azure (Microsoft cloud) for the first time in India within the estimated timeline. Managed to build a customized software for Top 5 fund administration company. Worked for packaged, automated, IT Infrastructure management service for managing IT infrastructure end to end (NOC-I).

**CORE SKILLS**

* Planning, Organizing, Motivating, and Controlling
* Agile software development, Scrum (development), Extreme Programming (XP), Waterfall development
* Project management tools Jira, Rally and Microsoft Project
* Software Development Life Cycle (SDLC)
* Interviewing, Analytical, Active Listening, Observational, and Estimation
* Strategic Planning Project Management / Technical Management / Team Leadership
* Programming (coding), Implementation, Quality Analysis, and Release management
* Solution orientated, Relationship building and Detail orientated
* Decision making, Perseverance, Attention to detail and Flexible & adaptable
* Problem Resolution & Trouble shooting
* Written & Verbal Communications
* Information Technology Infrastructure Library (ITIL), Capability Maturity Model Integration (CMMI)

**Roles Summary**

* **Manage and Execute project Plans and Action Plans.**
* **Project lead for medium to large sized projects (Managing Team members)**
* **Project Development deliverables under general guidance**
* **Professional conduct/presence at all times.**
* Take responsibility for product innovation.
* Align features/architecture/design with roadmap.
* Ensure correct, relevant technologies & components that are used.
* Optional participation in important sales calls – to address technical questions
* Pro-actively raise all team/product/technical issues with Engineering Team.
* Provide Technology and feature briefing to documentation team.

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| |  | | --- | | **CAREER PROFILE** |   **Techzone *(An Eros International Company)***  **Designation : Project Manager** (Working on multiple internal/External Projects).  From August 2013 – Till Now  Techzone established in 1999 and has successfully created a presence for it across all the operators Pan India. Today, he is privileged to provide Value Added Services, to more than 35 telecom operators in over 24 countries, and Techzone boasts of a robust technology, and online music store and a library of songs and videos that goes in lacs, all with exclusive rights!  **Duties and Accomplishments:**  Responsible for overall direction, coordination, implementation, execution, and control. Handle teams including developers, UI, quality engineers and consultants. Establish inter departmental coordination. Manage the project in terms of quality, schedules, effort, risk and organizational metrics.  Key Responsibilities:   * Managing a business analyst, quality management, user experience, and a development team * Participating in business requirement meetings and suggesting solutions, also part of brainstorm sessions * Arranging and participating in project status update meetings on daily basis (Stand up meetings) * Actively participating in technical architecture and design reviews * Creating project plans and estimating task completion timelines * Assigning tasks to team members according to their skills and expertise * Monitoring each team member’s delegated work status to fruition * Reviewing the use case and user experience delivery (Draft use cases, mind map, wireframes, designs and functionality) * Counseling and motivating teams with the most appropriate and effective ways of achieving business goals * Managing time sheets and leave approvals * Addressing all road blocks and queries in the project and providing solutions * Risk forecasting and mitigation planning in a timely manner * Documenting task reports, meeting minutes, queries raised by individuals, and feed back * Coordinating with human resource (HR) team for resource requirements or on team members’ concerns * Maintaining absolute transparency with stake holders on project updates and project status through emails, phone calls and in-person on daily basis * Driving projects in appropriate and progressive directions to realize business goals in defined time frames   HR Responsibilities:   * Approvals: Time sheet, Leave approvals. * Conducting appraisals, performance goal setting, mentoring, hiring, salary management. * Performance Management: Annual Goal setting, Quarterly and Annual Reviews. Aware of the members concerns, strengths, areas of improvement   **Mercado Online Pvt. (**[**www.indiaplaza.com**](http://www.indiaplaza.com) **)**  **Designation : Project Manager - IT**  From August 2011 – July 2013  Indiaplaza is an Indian electronic commerce company. Earlier known as Fabmart.com and Fabmall.com, Indiaplaza pioneered the online shopping experience and the e-commerce industry in India in the year 1999. This venture took place under the name of Fabmart – India’s first pure-play online retailer. At Indiaplaza website, offer over 8 million items for sale across categories like books, electronics, mobile phones, apparel, gifts and many more.  **Duties and Accomplishments:**  Addressing all the critical issues in the technology and taking challenges in terms of new technology and strategy also part of all the business and marketing decisions.  Key Responsibilities:   * Responsible for entire e-commerce website in terms of quality and performance * Agile software development, Scrum (development), Extreme Programming * Analyzing customer requirements and prepare software requirement specifications. * Managing the Technology team and Quality team * Controlling the software release management process * Arranging Scrum meetings with team members * Planning, Preparing and implementing application development * Investigating customer raised issues and responds them as required. * Ensuring Project process is followed and closing audit nonconformance * Meeting with respective Business owners and change advisory board * Coordinating with management, marketing team and external vendors * Preparing presentation for the new project requirement * Facilitating junior colleagues in grasping the product. * Provides expert technical advice and solutions for internal operations. * Plans and coordinates peer review of work products such as code, designs, and test plans produced by other team members * Plans and coordinates the complex design, development * Provide expert review of database development work with regard to programming standards and validation procedures * Schedule management; Risk Management, issue management; status reports * Knowledge transfer skills to other IT team members and non-IT team project stakeholders   HR Responsibilities:   * Approvals: Time sheet, Leave approvals. * Conducting appraisals, performance goal setting, mentoring, hiring, salary management. * Performance Management: Annual Goal setting, Quarterly and Annual Reviews. Aware of the members concerns, strengths, areas of improvement   **Butterfield Fulcrum (**[**http://bfgl.com**](http://bfgl.com) **)**  **Designation : Assistant Manager**  From August 2010 – July 2011  **Butterfield Fulcrum** is a top five independent fund administration company with 25 years’ experience servicing the alternative investment industry. We have 10 offices in 9 countries with over 500 employees servicing 800 funds.  **Duties and Accomplishments:**  Working closely with india management to integrate and automate the financial operations global by designing and implementingss new tools to optimize and simplify the overal operation workflow overhead. This involves buisness requirement gathering, planing and execution of small and large scale projects globally.  Key Responsibilities:   * Responsible for architecture and design, new features, enhancements and quality assurance. * Define tasks and schedule according to business requirements * Address all Level 3 support issues from Operations and provide solutions * Ensure adequate hardware, software tools are available for development and testing * Suggest improvements, new ideas, new technologies, enhancements and new features * Take ownership of one or more product modules including Design/Architecture/Implementation/ * Ensures 100% OSSC guidelines and correct, relevant technologies & components are used and protection of IP * Take ownership of end-to-end product quality including Test Case Design/Scenario Identification, Test Environment Setup and Test Planning and Execution * Ability to work in an Agile environment, with good problem solving capabilities * An appetite to learn and grow in a fast paced environment * Drives Project that includes minor and major releases, effort estimation, allocation, scheduling and execution of development and testing processes * Drives code, design, functional, test cases and scenario reviews, test case execution progress, quality of bugs, coverage – periodically * Adhere to the process compliance   HR Responsibilities:   * Approvals: Time sheet, Leave approvals. * conducting appraisals, performance goal setting, mentoring, hiring, salary management. * Performance Management: Annual Goal setting, Quarterly and Annual Reviews. Aware of the members concerns, strengths, areas of improvement   **IBM India,Bangalore** *(Network Solutions Pvt. Ltd.)*  **Designation : Senior Software Engineer**  From August 2006 – July 2010  Worked for IBM Packaged Services to suit business needs (<http://www-07.ibm.com/in/noci/>) : **Network Operations Center – Inside (NOC Inside)** is an integrated platform for comprehensive IT Infrastructure Management and provides a single view console across IT Monitoring, IT Service Desk, IT Asset Management and IP Traffic Analysis. NoCi is deployed on the customer’s servers in their IT environment. NoCi is available on a subscription model and provides flexibility by leveraging the operation expense model  Key Responsibilities:   * Analyzing customer requirements and prepare software requirement specifications. * Good knowledge & was proficient in Microsoft .Net technologies, primarily in C#, ASP.Net and SQL Server * Part of the NOCI product development group, had insight into the SDLC lifecycle. * Analyzing the customer requirement along with leads and suggesting the solution for the given task. * Involved in developing reusable components using n-tier architecture techniques. * Designed & developed reports & dashboards using AJAX technologies. * Knowledge on ITIL frameworks to support Incident, Problem, Change request & Service request management modules. * Interact with QA, Documentation and Support as needed for product release. * Write functional specs, design spec, program code, unit test cases * Take ownership of one or more product modules including Design/Architecture/Implementation/ Planning/ Scheduling. * Front end coding in HTML, CSS and JavaScript. Creating the classes and methods in C# for business logic as well as database components. * Using generic SQL statements for connecting to databases. He involved himself in creating procedures, functions queries etc in SQL Server. He was maintaining the SQL scripts for builds and releases. * Extensively participated in Unit Testing and Integration Testing. Creating test cases and closely working with Quality Assurance team, to provide functional requirements to Quality Assurance team * Involved in integration of the tool with Tivoli in client place & conducted the training session. * Performance tuning issues and providing technical support for our technical support team. * Handling the build and releases of the product. He was assigned the task of getting the latest code, building the code, releasing it to the Quality Assurance team and maintaining the Build/Release documents. * Awarded by CEO for passion, hard work, and exemplary commitment to values   **Macmillan India Ltd**  **Designation : Graphic Designer**  From March 2004 to August 2005  **Duties and Accomplishments :-**   * Prepare comprehensive layouts of the design using techniques such as photography, illustration and computer-generated imagery * Designing of high quality adverts for yellow pages. * Designing of in-column adverts for directories. * Designing of speculative adverts to help sales. * Designing of spec & sold adverts for a leading yellow book of USA and UK. * Maintaining error free production with rules of business guidelines * Achieving daily targets * Catalogue design & Graphic jobs * Understanding of color, fonts and type of ad  |  | | --- | | **PROJECT ENGAGEMENT OVERVIEW** |  |  | | --- | | **Project Title:** [www.indiaplaza.com](http://www.indiaplaza.com) **(Online Shopping Portal / E-commerce)** |   **Project Description :**  Indiaplaza is a virtual supermarket, but is laid out simply as a series of distinct online stores. If you know the product you wish to purchase (like mobiles or books), just enter the relevant store using the links on the top of every page (mobile store or books store in this case). At a glance you will get to know about all the current happenings like offers, promotions, bargains, deals, events etc. This will help customer decide which section you wish to go to next. To help customer locate products faster across our selection of merchandise, can use browse and search features: Customer can browse through products in different product categories using the links on the top panel of each store. The top panel will allow customer to go to any store present on Indiaplaza through the All Store link. If customer know what category of store need to make a purchase in, customer can hover on any of the category and choose the store from where customer need to make a purchase. Once customer find items that you wish to buy, can click on the image of the product and get to know more details about it. If cutomer know what you want, customer can directly go to the product of your choice using the "Search" feature accessible from the top of every page on the store.  **Key features:**   * Shopping Cart - This will add the product of cutomer interest from the store to own shopping cart. * Tracking Status Of the order - Pending Authorisation/Not Approved by Bank/Authorised/Being Processed/Ready to ship/Shipped/Delivered * Payment - Credit Cards/Debit Cards/Internet Banking/Paypal/Cash on Delivery/Reward Points * Membership Types and Reward Points - Silver/Gold/Platinum * Gifts - Entering a Gift Message/Specifying a date on which customer wish to be delivered * Gift certificate - Offers customer a convenient way to gift items * Promo codes - The discount codes given to the customers for using against the specific items * Remider service - Help customer to remember important occasion * Wish list - Can shortlist the items and store them for future access and convenient purchases * My Account - Allows customer to complete control over your transactions * Facebook login – Allows customer to login with face book account * Social – Facebook, Twiter, Google Plus, and Pintrest * Affiliate - Intgrated with multiple Affiliates like DGM,OMG and click inc etc * Google Analystics – Allow digital marketing team to anlyse the customer behaviour * SEO – Optimized Search Engine Optimization for search engine to index the accurate data and give good ranking   Role: Project Manager / Technical Manager / Project Lead  Domain: E-Commerce / Online shopping  Client: Mercado Online Pvt. Ltd.  Tools: MS Azure, Blob Data Storage, Auto scaling, Caching, and Advanced diagnostics, C#, Asp.net 4.0 and SQL Server 2008  Team Size: 19   |  | | --- | | **Project Title: ART – Automatic Reconciliation Tool** |   **Project Description :**  An application to read and translate the daily trade data from Brokers and create a repository for reporting by automatically grabbing and mapping the securities to reconcile against the trade data repository maintained in Geneva on a daily basis. The type of reconciliations handled are Position, Market value, Cash reconciliations against various Financial Trade Instruments and there by generating report and export the same in excel sheets with Summary and trade data from Broker and Geneva application.  **Key features:**   * Full featured user interface to add or remove funds * Grab broker data from any FTP locations * Excellent support for Position, Market value and cash reconciliations * Grab Geneva data from Geneva reports * Translate broker data into predefined format * Excellent support of csv, txt, and excel format from broker data * Generates notifications for grabbing and translating * Reconcile broker data with Geneva data * Extensive out of the box reports, real time dashboards and historical analytics * Role based login enables the security of each fund from others * Supports export to excel for sending reports to the clients * Allow end user to configure the report customizations * Highly scalable architecture with ability to support large number of funds   Role: Project Manager / Technical Manager / Project Lead  Domain: Finance / Fund Management  Client: BFGL Operations  Tools: ASP.Net, C#, Sql Server 2008,VS 2008,SSRS,SSIS  Team Size: 7   |  | | --- | | **Project Title: Network Operations Centre – Inside (NOC Inside)**  Module - IT Service Desk (coDesk) |   **Project Description :**  coDesk is a scalable, flexible, service desk included with IBM NOC-Inside services and can be used to log, track, manage and resolve IT and non IT issues. coDesk automates ITIL® based best practices which enable IT teams to quickly resolve issues , eliminate the negative impact of IT issues on business, streamline service support process and ensure higher end-user satisfaction. coDesk helps collaboration between IT teams, enables knowledge sharing and tracks SLA and performance of IT teams and engineers.  **Key features:**   * NOC Inside automates ITIL® recommended best practices for IT Infrastructure Management that allow customers to establish an NOC in as less as 48 hours. * The automation tools are installed in customer’s premises and on their servers without any need for remote network connectivity to IBM data centers. * NOC-Inside is available on a flexible, pay-as-you-go, subscription basis which minimizes upfront capital expenditure and allows leverage of operational expenditure model. * NOC Inside allows customers to manage their entire IT infrastructure without the need for high cost, technical experts. * NOC Inside provides automation for agentless IT infrastructure monitoring (networks, systems, applications, middleware and databases), IP traffic analysis, IT Service Desk and IT Asset Management (discovery, hardware & software Inventory) * NOC Inside provides ready to use reports and dashboards, generates instant SMS or email / escalations and provides an integrated, portal based view of IT Operations in a single console * Full featured service desk for resolving IT & non-IT issues * Provides automation for ITIL® Service Support Processes * Excellent support for Incident, Problem, Change, Configuration management * Supports Web and Email based call logging   Role: Senior Software Engineer  Domain: ITIL  Client: IBM (Deployed in more than 100 clients)  Tools: ASP.Net, C#, ADO.Net, Javascript, HTML, Ajax, SQL Server and DB2  Team Size: 23   |  | | --- | | **Project Title: Self Service Management** |   **Project Description:**  Self Service Management is a web based tool designed to effectively manage user accounts. This tool allows the domain users to easily unlock accounts and reset forgotten passwords from the web browser. Administrators can use this tool to unlock user accounts, reset password and view user reports for auditing. The tool greatly benefits in saving the users time by providing account lockout and password reset solutions, hence increasing user efficiency.  **Key features:**   * Users can themselves manage account lockouts and password reset issues. * Ability to change AD user passwords. * Provides dashboard view of reports. * As a security feature an automated email or SMS is sent to the user whenever there is a password change/reset done on the users account. * Password policy set for the domain can be verified.   Role: Senior Software Engineer  Domain: ITIL  Client: IBM  Tools: ASP.Net, C#, ADO.Net, JavaScript, HTML, SQL Server  Team Size: 5   |  | | --- | | **Project Title: CLI (Command Line Interface for coDesk)** |   **Project Description:**  Command Line Interface is a console application. Used to integrate coDesk with any other application which can be any other platform. It is platform independent and gives output in XML format. It runs with command utility and parameters passed to it.  **Key features:**   * Platform independent. * As a security feature an automated email or SMS is sent to the user whenever there is a password change/reset done on the user’s account. * Password policy set for the domain can be verified.   Role: Senior Software Engineer  Domain: ITIL  Client: IBM  Tools: ASP.Net, C#, ADO.Net, XML, SQL Server  Team Size: 2 |
| **EDUCATION** | |
| **BACHELORS DEGREE IN COMPUTER SCIENCE**  Period: 2000-2003 | |
| **Intermediate (+2) In Science**  Period: 1998-2000 | |
| **S.S.L.C. (10th Class)**  Period: 1997-1998 | |

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| **TRAINING \ ACCREDITATION \ ACCOMPLISHMENTS** |

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| **‘High-Flyer Award’ conferred by the CEO (IBM)**  ***For Passion, Hard work, and exemplary commitment*** |
| **Training on ITIL 2.0 (IBM)** |
| **Training on ITIL 3.0 (IBM)** |
| **Windows Azure Training (Windows cloud computing)**  **Institution: Microsoft** |

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| Other InterestS |
| Event Management, Travelling, Socializing, and Music |