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Objective: To work with sheer hard work and dedication with an objective to be an asset to the organization I work for.

Professional Summary:

- ✓ Working as **Senior Technical Lead** with **more than 9 years** of experience in **Release Management, Incident Management, Application Support, Production Operations and Development** in **Online-Gaming, Finance, Telecom and Insurance Domains**.
- ✓ Have experience of working in **Online Gaming Platform Support, Equity Production Support, Aladdin Operations Support, DSL Application Support, Incident Management, Release Management, BO Administration, FIX and MQ Support, Unix and Python Scripting, Design updates, Development, Defect Fixing and Unit Testing**.
- ✓ Good expertise in supervising Production Support teams of more than 10 members.
- ✓ Excellent interpersonal skills in communications, client relations.
- ✓ Quick learner and excellent team player having ability to meet tight deadlines and work under pressure.

Career Profile:

- ✓ Working as **Senior Technical Lead** with **Aristocrat Technologies Ltd.** from **December 2015 till date**.
- ✓ Worked as **Support Lead** with **Fidelity Worldwide Investment Ltd.** from **July 2015 till November 2015**.
- ✓ Worked as **Technical Analyst III** with **BlackRock Solutions** from **April 2013 till July 2015**.
- ✓ Worked as a **Senior Software Engineer** with **Accenture Services India Pvt Ltd** from **Sept 2011 till April 2013**.
- ✓ Worked as a **Software Engineer** with **Accenture Services India Pvt Ltd** from **Sept 2008 till August 2011**.
- ✓ Worked as an **Associate Software Engineer** with **Accenture Services India Pvt Ltd** from **June 2007 till August 2008**.

Professional Qualification:

- ✓ Completed **Certified Scrum Master** Certification in July, 2016.
- ✓ **Post Graduate Diploma in Information Technology (MBA)** from Symbiosis Centre for Distant Learning.
- ✓ **Bachelor of Technology (BTech) in Electronics and Communications** from Jaypee Institute of Information Technology, Noida.
- ✓ Completed **CPCU** Foundation Level Insurance Certification.

Software Exposure:

Platforms	: Windows95/98/2000/XP/7/8.1, UNIX, Linux, Solaris
Languages Known	: Unix, Python, PL/SQL,C, C++
DataBase	: Oracle DB, MS SQL Server, IBM DB2, Sybase
Tools	: Aladdin Suite, Control-M, ServiceNow (Ticketing System), JIRA , Confluence, Alertra, SharePoint , Oracle OBIEE Reporting, Urban Deploy, Business Object XI R3.1, ESP, Putty, MQ, FIX, Introscope, Websphere Application Server, Eclipse, HP Quality Centre

Professional Profile:

Project #6:

Title	: Online Gaming Platform Operations
Organization	: Aristocrat Technologies Ltd.
Role	: Senior Technical Lead
Duration	: December 2015 till date
Team Size	: 7

Description:

Aristocrat is world's leading providers of gaming solutions, licensed in 240 gaming jurisdictions and operating in 90 countries around the world. It started in 1953, driven by a desire to create the world's greatest gaming experience, every day and offers a diverse range of products and services, including electronic gaming machines, social gaming and casino management systems.

Responsibilities:

- Part of Online Gaming Platform Operations team which is responsible for maintaining and updating the infrastructure required to support Aristocrat's Online Gaming portfolio: Social Gaming (FAFAFA Slots and Heart of Vegas), Real Money Gaming (Caesar, Pala and RushStreet casinos in New Jersey), Gaming Platform (Serving multiple casinos in the United States).
- Implementing Production Support best-practices in the team which were missing earlier.
- Performing the role of Ops Incident/Release Manager and responsible for smooth Incident/Change/Service Management workflows for OGP Ops Team.
- Liaising with Dev/QA/UI teams over triage bridges to ensure resolution and RCA of all Production Incidents.
- Coordinating with External L1 Support teams to ensure all production issues are rectified with scheduled SLA limits.
- Managing all client communication/notifications related to releases/maintenances/outages.
- Publishing quarterly reports with details of casino websites uptime (SLA 99.95%), releases and production incidents.
- Coordinating version upgrade and patching for CentOS, Apache, Splunk, MSSQL, Drupal Core.
- Designed Release/Maintenance/Outage Notification Templates to be used for all client communications.
- Implemented the practice of proper documentation for every release/fix/enhancement/POC.
- Introduced Confluence and JIRA into the team, to ensure proper documentation and task tracking.
- Did POC of ServiceNow and currently in process of migrating Incident/Change/Service Management modules from OTRS to ServiceNow Ticketing tool for better tracking and management.
- Introduced and implemented Change Approval workflow and SLAs.
- Performing the role of Scrum Master for Ops team and conduction daily standup/scrums meetings.
- Maintaining scrum backlog, prioritizing tasks and tracking all the tasks performed by Ops team.

- Completed POC of Alertra and enhanced monitoring of partner websites by refining website availability checks.
- Designed the process and conducted user-access audit over Real Money Gaming systems.
- Constantly looking for opportunities to improve/maintain the operational stability of the platform
- Generating regular incidents/service requests reports and analyzing trends to reduce failure count.
- Regularly participating in the review & sign off for the production readiness for the changes.
- Coordinating with the delivery teams to ensure that all the mandatory support related aspects are covered in the solution design.

Project #5:

Title : **Equities Production Support**
Organization : Fidelity Worldwide Investment Ltd.
Role : Support Lead
Duration : July 2015 to November 2015
Team Size : 12

Description:

Fidelity Worldwide Investment is the international arm of Fidelity Investments, which was founded in Boston in 1946. Fidelity Worldwide Investment became independent of the US organization in 1980, and is today owned mainly by management and members of the original founding family. Driven by the needs of its clients, not by shareholders, Fidelity offers world class investment solutions, innovative client solutions and retirement expertise for a better future.

Responsibilities:

- Lead Fidelity's Equities Production Support Team which provides second line of support for Business Critical Applications: FODE (Front Office Data Environment) and Discovery (Reporting Platform)
- Fully accountable for and ensuring smooth completion BAU support operations and services like:
 - Closure of business service requests raised via Service Now (ticketing tool)
 - Production incident investigations and root cause analysis via application logs over Linux hosts as well as data in Oracle DB.
 - Incident fixes & implementations.
 - Analyzing daily health check reports scheduled via Unix cron and escalation of potential issues
 - Incident and change management liaison
 - Infrastructure related issues like Oracle GoldenGate replication lag.
 - Monitoring of 2000+ batch jobs scheduled via Control-M batch scheduler.
 - Adhoc production issues resolution
- Constantly looked out for opportunities to improve/maintain the operational stability of the platform and coordinating with the stake holders to plan & execute maintenance releases.
- Generated regular incidents/service requests reports via Service Now (ticketing tool), analyzed trends and enhanced the batch jobs to reduce failure count.
- Generated and sent weekly status reports to the stakeholders and senior management with details regarding incident counts, major issues description, RCAs and follow-ups, release status and proposed enhancements.
- Coordinated version upgrade and patching for support tools like Control –M, Oracle DB to comply with EOSL (End of Service Life) requirements.
- Worked with the stake holders to ensure that the BCP documentation is available and up to date.
- Coordinated Disaster Recovery tests for FODE, Discovery as well as other applications under Equities Services scope involving failover of DB as well as app components from one data center to another and ensuring smooth operation of apps over alternate site.
- Performed the role of Release Manager and managing end-to-end release activities using AGILE model:

- Each release has a window of 4 weeks including Development, SIT /UAT deployment and testing and final Production deployment followed by smoke tests.
- Setting up weekly support/status update session between delivery and support teams.
- Tracking release details via JIRA (Project Management Tool).
- Resolving release window clashes (UAT/PROD) between FODE and Discovery.
- Engaging required resources from Unix, DBA, Web Apps Support, Middleware Support, etc. and running run-books overview calls.
- Ensuring availability of required resources during release windows.
- Taking care of release related business communications.
- Started a new initiative to move data quality checks over OBIEE (Oracle's Reporting Tool) reports to reduce the effort involved in performing daily health checks.
- Worked on the initiative to migrate project documentation from SharePoint to Atlassian Confluence(Document Management Tool).
- Regularly participated in the review & sign off for the production readiness for the changes.
- Coordinating with the delivery teams to ensure that all the mandatory support related aspects are covered in the solution design.
- Prepared and managed support ROTA for the team ensuring 24*7 support coverage
- Guided team members with the approach to tackle production issues.

Project #4:

Title : A&T CSO ProdOps
Organization : BlackRock Solutions
Role : Analyst III
Duration : April 2013 to July 2015
Team Size : 10

Description:

BlackRock is world's largest asset manager, managing trillions of dollars for its clients, and creator of Aladdin Platform, an operating system for investment managers that connects the information, people and technology needed to manage money in real time. The Aladdin platform combines sophisticated risk analytics with comprehensive portfolio management, trading and operations tools on a single platform to power informed decision-making, effective risk management, efficient trading and operational scale.

Responsibilities:

- Worked as part of A&T CSO ProdOps Team which deals with productions operations support and releases for BlackRock's Aladdin Framework.
 - Aladdin Operations Support
 - Managed around 3000 batch jobs scheduled via NiteJobs (batch scheduler) and handle job failures.
 - Deployed and maintained application servers (java based server over Unix hosts) and multiple client environments (Linux hosts and Sybase DB)
 - Worked on migration of Aladdin Framework from Solaris to Linux environments.
 - Worked on Onboarding of new clients and environment creation (Setup connecting up required ssh keys, checking network connectivity, setting up batch jobs and applications, validating environment stability)
 - Effective client communication in case of impacts to application's business availability.
 - Managed zfs filesystems for all client environments and ensuring environment stability.
 - Handled FIX and MQ related issues for message replays and counter resets.

- Conduct Compatibility Analysis before middleware components upgrade or Infrastructure changes.
- Participated in Peer review for Release/Upgrade and Infrastructure activities.
- Conduct regular DR test to check readiness.
- Coordinate with server administrators for OS upgrades and Server patching.

Project #3:

Title : AT&T DSL 13 States Ops
Client : AT&T USA
Organization : Accenture Services Pvt. Ltd
Role : Senior Software Engineer
Duration : June 2010 to April 2013
Team Size : 30

Description:

AT&T is the biggest telecom company in USA that offers DSL services in all 22 states of America.

Responsibilities:

- Working as part of DSL 13 States Application Support Team which deals with productions operations support and releases for AT&T DSL Customers in 13 states of America.
- Received Rising Star Award twice for handling following roles as Infrastructure Architect:
 - Responsibilities as an Infrastructure Architect:
 - Worked on BO CMC, InfoView, Desktop Intelligence and Import Wizard.
 - Responsible for scheduling and troubleshooting BO Deski Reports.
 - Manage around 550 batch jobs and handle job failures.
 - Administer Business Object Reports and recover them in case of failure.
 - Effective client communication in case of impacts to application's business availability.
 - SSL Certificate management
 - Security patch implementation for the IBM HTTPS WebServer
 - Upgrade, Maintain and Monitor IBM WebSphere Application Server and MQ Server.
 - Configure Deployment Manager Profiles/Cells/Nodes/Servers in dev/test/production environments as well as federate nodes to profiles.
 - Install IPlanet / IBM HTTPD Web Server and configure Web Server Instances.
 - Application Content Deployment.
 - Automated log rotation and Management.
 - Identify the security vulnerabilities impacting security of applications/products and take action to fix them.
 - Conduct Compatibility Analysis before middleware components upgrade or Infrastructure changes.
 - Participate in Peer review for Release/Upgrade and Infrastructure activities.
 - Prepare Plan for Disaster Recovery Infrastructure layout and conduct regular DR test to check readiness.
 - Coordinate with server administrators for OS upgrades and Server patching.

Project #2:

Title : **Telstra- L4-Kenan Warranty Fix**
Client : Telstra-Australia
Organization : Accenture Services Pvt. Ltd
Role : Software Engineer
Duration : January 2009 to May 2010.
Team Size : 20

Description:

Telstra is the biggest telecom company in Australia that uses Kenan Arbor Billing Platform (a product of Converse) and custom modules written in Java as backend for all its billing applications.

Responsibilities:

- Working as part of Warranty Fix team which deals with fixing all the defects which are raised during the Production Support.
- Fixing production defects that catering to BIP, Collections, Payments, Real Time Rating and Usage modules.
- Involved in Design Update Process for critical modules related to Payments.
- Working with defects involving Core Java (For Design Changes and Build), Batch Execution (Unix Commands), Non Batch Execution and Data Conversions (Using PL/SQL Queries).
- Involved in deployment verification activities.
- Have been part of 2 Major Releases and 13 Maintenance Releases.
- Attended regularly onsite calls and participated in the weekly status meetings
- Actively involved in discussions with Design team and given Knowledge Transfer sessions.

Project #1:

Title : **STATEFARM- BIC-Claim Performer**
Client : StateFarm - U.S.A.
Organization : Accenture Services Pvt. Ltd
Role : Software Engineer
Duration : September 2007 to October-2008
Team Size : 25

Description:

State Farm Insurance is a group of insurance and financial services companies which has remained the largest automobile insurer in the United States continuously since 1942 and insures more cars and homes in the United States than any other insurer.

Responsibilities:

- Was a part of Claim Performer team involved in creating a Claims System for the client using ECS(Enterprise Claim System), one of the Accenture's assets
- Was involved in low level design, Java development and unit testing of the developed components.
- Worked on JUnits, UML Modeling, IBM-DB2, Lotus Notes, XSL, XML and SQL Queries.
- Have experience in ECS development and unit testing activities.

Personal Profile:

Father's Name : Mr. Anil K. Varandani
DOB : 13-August-1985
Marital Status : Married
Nationality : Indian
Passport No : Valid
Permanent Address : Flat # B-72, White Rose C.G.H.S. Ltd. , Plot # 7, Sector-13,
Dwarka, New Delhi-110075

Extracurricular Activities:

- Participated in **2nd National Cyber Olympiad** conducted by **Science Olympiad Foundation** in November 2002 and was awarded certificate for distinctive performance.
- Was an active participant in **English club** activities at secondary level.
- Was an active member of **English Drama and Debate Society** of the school.
- Participated in Inter B-school events (IFMR-Chennai), (2008).