SUBRAYA HEGDE
Sr. Technical Manager
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CAREER OBJECTIVE

To work as a **Senior Manager** (preferably in **digital domain** involving latest UI and Mobile Technologies), use my skill & experience in the best possible way for achieving the company's goals.

EXPERIENCE SUMMARY

- 15+ years of experience in web development (including front-end and backend technologies) and client-server based systems, from concept through implementation.
- Managed multiple projects, leading a team of 30+ Programmers, Technical Architects and Project Managers.
  Well versed in gathering high-level user requirements, scoping, estimating, scheduling, tracking/control and status reporting, Quality Planning, Risk Identification and Mitigation.
- Involved in preparing high level and detailed designs, working for POCs, RFPs, Demos, Client Interactions and Coordination with external teams/partners.
- Experience in Agile Scrum, Code Reviews, Facilitating UAT, Deployment, Roll-out and Support Activities, etc.
- Designed enterprise-level databases, expertise in Oracle, SQL Server, MySQL, MS Access, NoSQL (MongoDb).
- Created solution design for business requirements, to align with the business strategic roadmap.
- Experience in defining and applying industry best practices for application development and database design.
- Rich exposure to working with senior business stakeholders in providing critical inputs (technical) to Enterprise Program Planning, to ensure successful delivery.
- Experience in Design, Development and in leading large development teams to implement:
  - Enterprise applications for clients from domains like Insurance, Healthcare, Banking, Education.
  - Microsoft.Net, J2EE, UI (angular/react.js/vue.js/node.js), Mobile (Android) based systems.
  - Reusable UI components library using angular js and react.js.
  - Usage of tools like static code analysis, unit testing and code coverage across all UI tracks.
  - Using different testing and performance monitoring tools, design patterns.
- Hands-on coding experience in technologies like Microsoft/J2EE, Web Services, UI & Mobile (Android), WAMP/XAMPP, PHP, MySQL, etc.
- Good experience in development/debugging tools like Visual Studio IDE, VS Code, Chrome/IE Developer Tools.

SKILLS SUMMARY

- SDLC: Agile Scrum, Iterative, Waterfall.
- PM Tools: MS Project, Microsoft Visio, MS Office, SharePoint, Fieldglass, PVCS, Bugzilla.
- Microsoft: Windows/Web Forms, C# and VB.Net, Web Services, WCF, ASP, VB, IIS, SP2010.
- J2EE: JDK 1.7, JSP, Beans/Servlets, Weblogic 10G, JBoss 4/7, Apache Tomcat 6.0.
- Database: Oracle, SQL Server, MySQL, MS Access, NoSQL (MongoDb).
- Scripting (VBScript, JavaScript), OOAD, SOAP, XML, AJAX, RESTful APIs, etc.
- Development Tools: Visual Studio, Eclipse, NetBeans, VSS/TFS, Git, VS Code, Notepad++.
- CMS/LMS tools built using open source technologies (WAMP - Apache, MySQL and PHP.)
- Android SDK, html5/css3, JavaScript, angular.js 1.x/2, node.js, react.js, vue.js, bootstrap.
- Cloud Platforms - AWS (Basics), Netlify, ZEIT Now, Heroku, etc.
- Other Tools: NUnit, ESLint, JSLint, Jasmine, CPanel, Platinum Erwin, etc.

EMPLOYMENT HISTORY

Role	Employer	Start	End
Sr. Technical Manager	Infosys Ltd. Bangalore, India	Mar-2012	To date
Project Manager	Tech Mahindra Ltd. Pune, India	Apr-2005	Dec-2011
Project Lead	Cyient (Infotech Enterprises), Hyderabad, India	Feb-2002	Feb-2005
Programmer Analyst	Concio Inc, CA, USA	Jan-2000	Oct-2001
Fellow	PCL Mindware, Bangalore, India (Medical Division of NEC, Tokyo, Japan)	Jan-1998	Dec-1999

EXPERIENCE DETAILS

Currently working as Sr. Technical Manager at **Infosys Ltd**, Bangalore, India

1) **10/2014 to Date: (Digital Solutions for Insurance Clients)**
   - Currently managing multiple development and support projects for various Insurance customers on UI and Mobile technologies - Project Scoping and Planning, Scheduling/Tracking, Client Interactions, Transitions, Resources and Escalations Management and Recruitments being core responsibilities.
   - Performed Functional and Technical Reviews in the projects that needed to understand the Insurance domain and latest trends in Mobility (Native/Hybrid and Mobile Web Apps) using various Tools/Technologies.
   - UI Development (html5/css3, JavaScript, angular js, react.js, node.js, bootstrap, jquery).
   - Delivered Projects with Process Adherence, Quality Deliverables under strict Schedule and Cost.
   - Participated in technical discussions across SCRUM teams. Institutionalized the usage of tools like Static Code Analysis, Unit Testing and Code Coverage across all UI tracks for an insurance client.
   - Liaised with Architects and Leads for the baselining of artifacts like standards, best practices and checklists for latest UI technologies including react.js.
   - Involved in Pre-Sales Activities (RFP/RFI, PoV, Scope/Estimations, POC).
   - Competency Development for the existing and new members, that included optimal hiring and employee retention.

2) **03/2012 to 09/2014: Virtual Operations Center (VOC)**

   - Implementation of the product for 2 clients from Retail and Manufacturing domains.
   - Led teams for Gap Analysis (delta), Testing, Roll-outs and Support & Maintenance.
   - Customization of the product based on the taxonomy, UI, branding and metadata specific to clients
   - Worked on Proof of Concepts (POC) for integrating VOC with other ITSM tools and UC toolsets;
   - Performed and arranged successful product demonstrations for new customers; Involved in feedback consolidations and overall improvements of the customized product.
   - Presented periodic Dashboard reports on the current programs, future opportunities and client issues.
   - Led the team in creating adapters for integrating VOC with ITSM tools and with UC toolsets like SMS Gateway, IVR, Click-to-Call & Video/Audio Conferencing.
   - Involved in Pre-Sales Activities - Proposals, Presentations, Strategic Planning and Estimations, Pricing Models, Assessments, etc.

- Actively involved in related project management activities like Review Meetings, Communications Setup, Escalations Management, Recruitments, Team Setup/Building, Mentoring, Goal Settings and Performance Evaluations.
- Led the team during Product Evangelization - successfully held orientation programs for many users (300+) from L1 and L2 community and facilitated them in adapting the new product quickly.
- Led the teams for - Analyzing and measuring the BVA metrics and handling the web analytics to measure the usage/adoption patterns for the implemented product.

Key Achievements in VOC
- Successfully rolled out 4 modules (KT System, KM Academy, IM and SLA Module) of VOC for 2 clients (300+ active users and 30+ concurrent users – in both cases)
- Successfully implemented adapters for integrating VOC with IBM Tivoli (TSRM) for incidents data and IBM Sametime for UC Requirements

04/2005 to 12/2011: Project Manager at **Tech Mahindra Ltd**, Pune, India

- Project Managed 2 teams (total size - 17) involved in BT's customer centric AS&M work to achieve the best possible Right First-Time (RFT) and Cycle Time (CT) targets for SLS/TLS.
- Assessed project feasibility, gathered business requirements, and executed project plans; done work estimations, tracked and reviewed work assignments for the RFCs (TLS/Development) and ensured that the delivery conformed to the scope, budget, schedule, and quality
- Efficiently collaborated with DBAs, clients and other concerned teams, and reduced the processing time of scheduled daily jobs by 25% (for Bridge-MIS tool)
- Led teams for the transition of 7 new AS&M applications (team size - 18) from SM-IT platform of BT under a 5-years contract bundle. Liaised with BT, incumbent teams and TechM teams for day-to-day management activities like tracking and issues resolution at all the six stages (Planning, KT, Shadowing, OWG and Reverse Shadowing and Final Signoff) during the transition
- Architected and deployed the new system using Microsoft.Net and Crystal Reports that reduced the average time for generating the reports by almost 20%

CERTIFICATIONS, TRAININGS, AWARDS & ACCOLADES

- "Inspire (Pride) Award" from DIS Unit, Infosys Ltd. (Sept-2015)
- "Best Team" award at Tech Mahindra Ltd (June-2009)
- ITIL Foundation Course, 2006
- "Employee of the Month" award at Infotech Enterprises Ltd. (April-2004)
- Regularly attended MSDN Sessions during 2002-2004
- Brainbench Certified ASP Programmer, 2001
- "National Merit Scholarship" award winner from X Std. through BE (final)

EDUCATION BACKGROUND

Qualification	Board/University	Year of Passing	%
BE (E&C)	Karnataka University, Dharwar, Karnataka	1997	62
10+2 (PCMB)	PU Board, Bangalore	1990	77
SSLC	KSSE Board, Bangalore	1988	84