**Professional Summary**

* **18+ years** of IT Industry experience in **web** (includes various front-end, middle-ware and back-end technologies) and **client- server** based systems, from concept through implementation.
* Have managed **multiple projects**, leading a team of 40+ (Dev, BA/SM, Technical Architect, Lead, etc.)
* Well versed in gathering high-level r**equirements, scoping, estimating, scheduling, tracking/control and status reporting, quality planning, risk identification and mitigation**.
* Involved in preparing Design Docs, Database Designs; Worked on **POC**/POV, **RFP**/RFI and Demos; Got good experience in **Client Interactions**, Coordinating with **vendors and partners**, etc.
* Experience in **Agile Scrum**, defining and applying in**dustry best practices, Code Reviews, Facilitating UAT, Deployment, Roll-out and Support activities**.
* Rich exposure to working with title holders and senior business stakeholders in providing critical inputs (both technical and managerial) to enterprise project planning, to ensure **successful delivery of the program.**
* Proficient in Inclusive **Leadership**, Recruitment related activities, Motivating/Mentoring Team members, Capability Building, I**nteractions with cross-functional teams**, Participation in Unit Level Initiatives and contribute for the **growth of the unit and organization** (in top/bottom line and volume), etc.

**Experience Details**

**Sr. Technical Manager** **Infosys Ltd.** **March-2012 till date**

**Accountability and Key Responsibilities:**

* Managed multiple development and support projects in **Digital domain** for various Insurance clients across the globe – With core responsibilities being Project Scoping and Planning, Scheduling/Tracking, Client Interactions, Transitions, Resources and Escalations Management and Team Setup, overall account management, etc.
* Played the role of **Scrum Master** for 1 year for a team of 8 (Sitecore CMS implementation for a Knowledge portal consisting of both intranet and internet users)
* Performed **Functional and Technical Reviews** (review of design artifacts, Sprint User Stories, etc. and Oversee review Processes) in the projects that needed to understand the Insurance domain and latest trends in UI and Mobility (Native/Hybrid and Mobile Web Apps) using various Tools/Technologies.
* 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 a major insurance client.
* Liaised with Architects and Tech Leads for the b**aselining of artifacts like coding standards, best practices and checklists** for latest UI technologies including react.js.
* Involved in **Competency Development** for the existing and new members, that included optimal hiring and employee retention.
* Current Experience include - Design, Development (with hands-on coding) 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/iOS) based systems.
* Debugging tools like Visual Studio IDE, VS Code, Chrome/IE Developer Tools.
* Using various design patterns and tools/accelerators.

**Key Achievements:**

* Ensured that the existing client engagement is retained AS IS with our company and played an important role in getting **new revenue streams** added after the successful implementation of a value-added solution.
* Led the team of **UI Reusability tool** (both react.js and angular), involving both Architects and SMEs, which is currently being used by multiple project teams in the organization.
* For VOC product - Led the team during **Product Evangelization** (conducting orientation programs) for many users (200+) and involved in the successful roll-out of 4 modules (KT System, KM Academy, IM and SLA Module) for 2 major clients.
* Led multiple teams for the t**ransition of 7 new AS&M applications** (with a total team size of 18) from SM-IT platform of BT under a 5-years contract bundle.

**Tools and Skillets Summary**

* SDLC Methodologies: Agile Scrum (JIRA board, Azure Devops), Iterative and Waterfall
* Management Tools: MS Office, MS Project, Microsoft Visio, SharePoint, Fieldglass, PVCS, Bugzilla, etc.
* OS Knowledge: Windows (All Versions), Linux and Ubuntu 22.04
* Microsoft Stack: Windows/Web Forms, C# and VB.Net, WCF, Dotnet Core, WebAPI, ASPNet MVC, IIS, etc.
* Java/J2EE: JDK 1.8, JSP, Beans/Servlets, WebLogic 10G, JBoss 4/7, Apache Tomcat 10.
* Databases: Oracle, SQL Server, MySQL, MS Access, NoSQL (MongoDB).
* Scripting (JavaScript, VBScript, Unix/Bash Shell), OOAD, SOAP, XML, AJAX, jquery, etc.
* Development Tools: Visual Studio.Net, Eclipse/NetBeans/STS, VSS/TFS, Git/GitHub, VS Code, Postman, etc.
* LMS tools built using open-source technologies (LAMP/WAMP – Apache2, mysql, php) and CMS Platforms like Sitecore, Joomla, Wordpress, Drupal, etc.
* Android SDK, html5/css3, JavaScript, node.js, angular, react.js, vue.js, bootstrap, RESTful APIs, etc.
* Fundamentals of Docker, microservices, Messaging & Queue Systems, CI/CD Automation, etc.
* Exposure to Cloud Platforms – Fundamentals of AWS and Azure, AWS-CLI, Netlify, ZEIT Now, Heroku, etc.
* Other Tools: NUnit, ESLint/JSLint, Jasmine, CPanel, Platinum Erwin, etc.
* Domain Knowledge: Banking & Financial Services, Insurance, HealthCare, Retail, Education, etc.

**Previous Employment History**

|  |  |  |  |
| --- | --- | --- | --- |
| **Role** | **Employer** | **Start** | **End** |
| Project Manager | Tech Mahindra Ltd. Pune, India | Apr-2005 | Dec-2009 |
| 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 |

**Certifications, Trainings, Awards & Accolades**

* DevOps Training (2020) and Infosys Global Agile training (2019)
* Inspire (Pride) award - Infosys Ltd. (Sept-2015)
* Best Team award - Tech Mahindra Ltd (June-2009)
* ITIL Foundation Course (May-2006)
* Employee of the Month award - Infotech Enterprises Ltd. (April-2004)
* Regularly attended MSDN Sessions (during 2002-2004)
* Brainbench Certified ASP Programmer (Jan-2001)
* National Merit Scholarship award winner – From X Std. through B.E (final)

**Education Background**

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

***Professional References will be provided upon request***