**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**

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| --- | --- | --- | --- |
| **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.

1. **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**

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| **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 |