Nitin Tripathi

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**Passport No. M0481278 Expiry: 04/08/2024**

**SUMMARY**

INNOVATIVE, RESULT ORIENTED, ITIL V3 CERTIFIED PROFESSIONAL with BE & MBA-IT with 22years’ of continuous advancement and expertise in IT Strategy, Enterprise Solution Architecture, Service Delivery and Software Development/Engineering.

* Public, Private and Hybrid SaaS, PaaS, IaaS and virtualized cloud architectures.
* Expertise in building Enterprise Hybrid Cloud Infrastructure, SaaS Solution Design and development.
* Extensive qualifications in all aspects of the project life cycle; including initial feasibility analysis, conceptual design, implementation, user training and enhancement.
* Enterprising leader with skills in mentoring and motivating individuals towards maximising productivity as well as in forming cohesive team environments.
* Significant experience in driving overall IT Operations (in sync with the macro organisational plan); inclusive of defining the IT roadmap, budgeting, technology evaluation & evangelisation, and execution of multi-million dollar, multi-location projects.
* Interfaced with top management for evolving strategic vision, driving change, infusing new ideas and taking enterprise system performance and productivity to the next level.
* Have facilitated the mapping of business processes and transforming organisational practices with focus on leveraging IT as a strategic tool and assessing the impact of IT-based interventions through regular audits.
* Harnessed technology to make better business decisions, improve efficiency and customer satisfaction. Brought operations on par with international standards by facilitating the implementation of contemporary applications and solutions.
* Work continuously towards achieving more out of Digital Assets to convert them into financial and social gains.

**Domains:** CRM, ERP, BI, Data warehousing solutions for Automotive, Govt., Healthcare, Banking, Insurance, Manufacturing, Real Estate & Facilities Management, Technology and Universities.

**Functions:** Materials Management, Warehouse Management, Maintenance, Planning, Project

Management, Sales & Distributions, HR, Finance.

**Core Competencies:**

- Internal Consulting & Solution Delivery - Project Management

- Enterprise & Solution Architecture - Service Delivery Management

- Budgeting/Resource Management - Business Process Management

- BI - DWH initiatives - Technology Transfer

- Outsourcing/Vendor Management - Team Management (Recruitment)

**Functional Expertise:**

- Project Management - IT Governance & Security

- CRM, ERP, BI, Data Warehousing - Release & Deployment

- Service Asset & configuration - Facilities Mgmt., Capital Projects, HSSE

- SOA, Cloud Solution Architecture - SaaS, PaaS, IPaaS, IaaS solution design

**Technical Skills:**

- Java, J2EE, springs framework - COTS Archibus, Oracle, SAP, Siebel

- MS Technologies, tools & Applications - IBM Products & tools

- EA/Case tools - RDBMS Oracle, SQL Server, and DB2

- Analytical tools - Data warehouse tools, reporting tools

- PL/SQL, T-SQL - BO, Crystal Suite and MS Reports.

- NoSQL MongoDB - Web Servers JBOSS, WebLogic, TOMCAT, Apache and IIS

- IBM Integration bus, WebSphere MQ - DataPower

**PROFESSIONAL EXPERIENCE**

**General Manager - IT with MS Softtech Pvt Ltd, Noida, India Sept’17 –Present**

**Highlights / Achievements**

Cloud based development life cycle using Java, Oracle, OPA and other SaaS based products

Supporting Cloud based Platform Services PaaS, IPaaS.

Support Oracle, AWS, Azure PaaS, IPaaS for our customers

Web Development center

Mobility App development projects

Custom COTS implementations

Jira, jama integration

**Projects**

Ecommerce Store for various clients

Telecoms recharge API integration with various websites

Supporting Cloud based IT infrastructure services for our clients PaaS.

Dealership Management System using OPA – Oracle Policy Automation Oracle cloud Product SaaS.

Mobile games and custom App development for international clients

CRM implementation

Zendesk integration

Salesforce integration

**Key Responsibilities**

· Software integrations, migrations, client facing delivery & support/relations, and staying abreast of the technology landscape.

· Building Business Strategies, planning, budgeting, monitoring, execution, delivery, Business Partner’s satisfaction survey programs, growth plans and review targets and benchmarks on Quarterly basis.

· Support Infrastructure Services SssS, PaaS, IPaaS, monitoring and maintaining SLA’s.

· Technical services to internal/external stakeholders and Business Partners.

· Align business requirements in an enterprise business process.

· Ensuring uninterrupted services for organizational needs from IT dept.

· Monitor, manage and configure SDLC, Test and Production repository in sync with each other.

**Delivery Head with OMFYS Technologies (I) Pvt Ltd, Pune, India May’17 –Aug ‘17**

**Highlights / Achievements**

· Cloud based Oracle Policy Automation (OPA) Solution Architecture along with Java based Enterprise Solutions.

· Cloud Infrastructure SaaS, PaaS, IaaS Solution Design and development.

· BAS+ ERP product as SaaS.

* Oracle EBS custom implementations, smart city/village solution

· Encourage team to upgrade skills and share knowledge base amongst each other.

Following are some of the Line of Business listed below:

· HealthCare Insurance

· Automotive

· BFSI

· FMCG

* Warehouse Management

· Govt.

**Projects**

Berger Paint

Nissan

India First

Vidal Healthcare

**Key Responsibilities**

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**Director with NGT Solutions Private Limited, Indirapuram, India May’12 – Sept’15 and Jan’16 – May’17**

**Highlights / Achievements**

· Company’s incorporation as IT/ITES/Telecom Projects and Services Company.

· Cloud Infrastructure SaaS, PaaS, IaaS Solution Design and development.

· CRM for Business Partners interactive communication.

· Registered with all major telecom enterprises (country wide) as business partners.

· ERP & Enterprise consulting for Govt. and automobile sector

· Encourage team to upgrade skills and share knowledge base amongst each other.

Following are some of the Line of Business listed below:

· HealthCare

· Education & Training

· Real Estate

· Facilities Management

* IWMS

· Govt.

**Projects**

Enterprise web & mobile Application services for business partners with following features:

· Enterprise CRM Services

· ERP Services

· Communication Services

· Knowledge base Services

· GPS, GIS Services

· Embedded software

· Integration Services

· Product Development

· Testing/QA Services

· Mobility Service

Following technologies are in use:

· Meteor

· React

· Blaze

· AngularJS

· Bootstrap

· Java

· .net framework

· Springs framework

· SQL Server

· MySQL

· C++

· CAD

· ArcGIS

· Android Studio

· Visual Studios

· iOS Development

· Git

· BeansTalk

· SourceTree

· SVN

· JQuery

· JSON

· Ajax

**Key Responsibilities**

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**Technical QA Manager with BRG (I) Private Limited, Pune, India Sept’15 – Jan’16**

**Highlights / Achievements:**

EMC Account for Global Real Estate & Facilities Portfolio - Archibus support, enhancements and projects for following modules:

· Space Planning & Management

· Move Management

· Asset Management

· Building Operations & Maintenance

· Workspace Services

· Capital Project Management

· Technologies

**Projects:**

SaaS cloud based EMC ARCHIBUS GREF Project using Java, Oracle, AXVW, JavaScript, JQuery, Basic, AutoCAD, BIM and Revit

SaaS cloud based Google ARCHIBUS GREF project using Java, Oracle, AXVW, JavaScript, JQuery, Basic, AutoCAD, BIM and Revit

OSIS FM project using node.js, MySQL

**Key Responsibilities:**

Gatekeepers role for all Incoming Requests and Outgoing Production Code promotion Repository

Using cloud based services like Jama, salesforce, Git, BeansTalk, SourceTree, SVN to maintain Design, Development, Test and Production repository in sync with each other.

SDLC for enhancements and projects.

**Project Manager/Sr. Solution Architect with Gulf Union Insurance & Projects Management Holdings Co. BSC (C), Manama, Bahrain Aug’11 – April’12**

**Highlights / Achievements**

· Prepared strategic roadmap for IT and established a bridge between IT and other Business units/ departments.

· Implemented best practices i.e. Information technology Infrastructure Library across IT operations, SDLC, Project life cycle, test/production environments.

· Prepared Business Requirements and Solution Design for the project Enterprise Insurance and Reinsurance System.

· Encourage team to upgrade skills and share knowledge base amongst each other.

**Projects**

· eIRIS - Enterprise Insurance and Reinsurance Information system. This is an enterprise wide automated system that includes business stakeholders to perform their tasks, functions related to Insurance and Reinsurance business processes.

**Key Responsibilities**

· Spearheaded Extended IT Operations with a core team of 30 personnel (in-house & outsourced). Core focus was on delivering business critical projects across all functions through effective Technical Leadership, IT Budgeting, Procurement & Implementation.

· Adroitly administered entire gamut of Software Engineering activities encompassing Solution Development Planning, Architecture Decisions, Review Sessions, Release Management and process improvement initiatives.

**Sr. Business / Solution Analyst with Qatar Foundation, Doha, Qatar Jul’09 – Aug’11**

**Highlights / Achievements**

· Established an interface between IT and other business units like Facilities Management, HSSE, CPD and Tenant Services as Sr. Business Analyst role.

· Automated cross functional end to end Business processes of Facilities Management HSSE, CPD and Tenant Services Directorate by implementing Computer Aided Facilities Management customized Auto-CAD, Archibus solution for critical buildings and facilities across Qatar Foundation.

· Rewarded with letter of appreciation from HSSE director, QF for our team initiatives and achievements.

· Provided solutions for integrating various source systems like Archibus, Oracle EBS, BMS and other enterprise wide applications and services.

· Proposed RFID based HSSE system for Qatar Science & Technology Park.

**Projects**

· TIFM / CAFM Project (Total Infrastructure Facilities Management / Computer Aided Facilities management): Archibus 18.2 web central, Archibus 18.2 enterprise is implemented off the shelf with customizations on site.

· Microsoft Office SharePoint Server 2010 migration/new project – Migrated and deployed core services on portal from 2007 to 2010.

· Innovation via RFID.

· IP Telephony – AV communication via CISCO IP Telephony system.

· MS FIM – Microsoft Forefront Identity Manager

· Oracle EBS – Integration between Archibus and Oracle HRMS, SCM and Financials. Implemented best practices and upgraded to R12. Also implemented AIM 3.0 and Oracle UPK

· TAP Project (Transportation Allocation process): MOSS 2007

· QF Clinic healthcare project: MOSS 2007

**Key Responsibilities**

· Spearheaded wide gamut of tasks involved in evaluating user requirements and preparing solution design aligned with IT strategic directions.

· Efficiently built adequate knowledge of the capabilities and features of different applications deployed in QF and technologies.

· Participate in technical evaluation during tendering cycle.

· Recommend the suitable technology for solution development.

· Produce/ revise a design that meets functional requirements within business, technical, and financial constraints.

· Document the design specifications in a way that facilitates and supports future maintenance of the system.

· Communicate, coordinate and monitor activities with Applications, Business Analyst, EA and PMO team.

· Analyze user learning needs and recommend Learning Plan.

**Information Analyst with Injazat Data systems, Abu Dhabi, UAE Nov’06 – Jun’09**

**Highlights / Achievements**

· Prepare service portfolio for Abu Dhabi Municipalities and agriculture department with Service Catalogue.

· Reviewed/Evaluated critical Services for Abu Dhabi Municipalities.

· Redesigned many critical Services as an enterprise wide service.

· Interfaced with customer to gain an understanding of the business environment, technical context, and organizational strategic direction.

· Played a key role in:

o Confirming and prioritizing project plans and deliverables with the customer.

o Participating in business and technical IT solution implementations, upgrades, enhancements, and conversions.

o Understanding and using appropriate tools to analyze, identify, and resolve business and/or technical problems.

o Applying metrics to monitor performance and measure key project criteria.

o Preparing system documentation.

· Instrumental in establishing and maintaining security, integrity, and business continuity controls and documents.

· Took active participation in special studies, marketing efforts, and formal proposals.

**Projects**

· eDTS : Enterprise Document Tracking system for Municipalities of Abu Dhabi and Al Ain using ASP.net (C# and VB), .net framework 3.5, SQL Server 2005

· eLMS: Enterprise Lands Management System for Municipalities of Abu Dhabi and Al Ain using ArcGIS, ASP.net (C#), Oracle 10g.

· LMS Web Service: A utility designed for Municipalities, President of UAE and crown prince of Abu Dhabi Private Departments to know the ownership of lands and its history from the various independent legacy systems deployed in Abu Dhabi Municipalities and Al Ain Municipalities.

· Web based Peer finder Market Data Analytic tool for Portfolio Department of Mubadala Development company, Abu Dhabi, UAE

· Abu Dhabi e-gov portal with CMS: Java, J2EE, SQL Server 2005.

· FMMS – Facilities Management & Maintenance system: Archibus, ASP.net (C#), Captaris, SQL Server 2005.

· Developed Service Desk Analytic tool on the top of CA Service Desk COTS package for Client Delivery Executives and Service Delivery Managers that confirms SLA’s and helps in finding new benchmarks.

· Automation of EAD Business Processes and IT enabled services that help EAD in understanding or tracking the results of survey and building knowledge base systems for the various species found in the region.

· Oracle EBS implementation for Administration as core service of DMA-ADM i.e. HR, Payroll, Financials, Budgeting, SCM. Designed system referencing ADSIC enterprise Architecture framework. Implemented AIM and extensively used Oracle UPK.

**Key Responsibilities**

· Decrease Re-work/Cost of Development.

· Design, Develop, Integrate, and Implement advanced Technical Solutions. Develop Software Operational Environments.

· Drive Project Success; drive Seamless Change for Technology Transitions.

· Ensure Business Continuity and Seamless Operability, Optimum Value from Technical Solutions, Organisational and Team Member Success, Seamless Deployment and Implementation of Technical Solutions with Clients, Solution Quality.

· Increase Client Satisfaction, Educational Opportunities, and Re-Use Mind set.

· Optimise and Unify Business Processes and Business Process Modelling.

**Data Warehouse Expert with PWD/Department of Municipalities & Agriculture, Abu Dhabi, UAE (Govt.) Aug’04 – Oct’06**

**Highlights /Achievements**

· Optimised the Oracle based legacy applications deployed in production environment for the Works Department in various locations of Abu Dhabi Emirates.

· Migration of services from legacy environment to Managed Services environment.

· Build adequate transition plan of a service to move from legacy to Managed Services.

· Migration of legacy applications to an EA Solution.

· Training needs of IT teams and Business Stakeholders.

· Initiated building Central Data Repository for critical services with high service availability plan.

· Initiated the process of building Disaster Recovery plan / sites.

· Initiated the automation of helpdesk system by selecting CA Service Desk i.e. USVD system.

· Initiated Bi-lingual support for all the services.

**Projects**

· Computerization project for Works Department/ Abu Dhabi Municipalities that includes cross functional roles and responsibilities of various other Govt. departments of Abu Dhabi emirates.

· Abu Dhabi e-Gov project initiatives

· Public Health Department – Business Process AS IS and TO BE

· FMMS - Technical Services Department

· Project Management System.

· Roads and Traffic System.

· Oracle EBS for Admin core services like HR, Payroll, Financials, Budgeting, and SCM. Integration across Abu Dhabi Government Departments.

**Key Responsibilities**

· Decrease Re-work/Cost of Development.

· Design, Develop, Integrate, and Implement advanced Technical Solutions. Develop Software Operational Environments.

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· Ensure Business Continuity and Seamless Operability, Optimum Value from Technical Solutions, Organizational and Team Member Success, Seamless Deployment and Implementation of Technical Solutions with Clients, Solution Quality.

· Increase Client Satisfaction, Educational Opportunities, and Re-Use Mind set.

· Optimize and Unify Business Processes and Business Process Modeling.

**Module Leader with MothersonSumi Infotech & Designs Ltd., NOIDA, UP Nov’00 – Aug’04**

**Highlights / Achievements**

· Successfully implemented IMS ERP System for MSSL.

· Developed the team for product development and support

· Build the framework for Rapid development and deployment.

· Exposure to various ERP packages and international sites.

· Data warehouse initiatives with Global client.

· Received appreciation for the work and team.

**Projects**

· Worked on various projects for European client Woco Industrietechnik GmbH worldwide – www.wocogroup.com/

-Central number system for Data warehouse Dimensions.

-Simulation Software for Automobile Development centre – ASP.net, SQL Server 2000

-Migration project – SAP, IBM & Business Objects, DB2

-Data Warehouse project (SD, MM Modules) – ASP.net, C#.net, VB, ASP, SQL Server 2000, Oracle, FOSS, SAP ERP, Business Objects.

· Integrated purchasing System (IPS) - For Sumitomo Hartec-USA and Japan – ASP.net, C#, SQL Server 2000

· NAFTA- North American Free Trade Agreement-SWS, USA and Japan – ASP, VB, COM+, SQL Server 2000

· Payroll & HRIS Product development Team Leader for SWS

· Integrated Management System (web based ERP Project) for MSSL, Noida - ASP, VB, COM+, SQL Server 2000 and other

**Key Responsibilities**

· Analysis, Design, Development & implementation (inclusive of final testing, bug fixing and QA)

· User Acceptance Test

· User Training

**PRECEDING ASSIGNMENTS**

**Jan ’00 – Nov ’00:** Project Leader - Vanhi Infotek, New Delhi

**Jul ’99 – Jan ’00:** Web Developer - Sigma Effects, New Delhi

**Dec ’98 – Jun ’99:** Web Developer - IIS Websity, New Delhi

**Aug ’96 – Nov ’98:** Engineer - Jindal Strips Ltd., Raigarh, CG

**Aug ’95 – Aug ’96:** Trainee Engineer - Pyrotech Marketing & Projects Pvt. Ltd., New Delhi

**EDUCATION**

2006 **MBA-IT** - Sikkim Manipal University.

1999 **Advanced 2 years PGD in Web Technologies** - IIS Websity, Secured A-Grade

1995 **Bachelor of Engineering in Electronics & Telecommunication**-University of Amravati

**REFERENCES**

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