

## Contact

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## Top Skills

Change Management  
Technical Project Leadership  
Incident Management

## Languages

English (Professional Working)  
Hindi (Full Professional)  
Marathi (Native or Bilingual)

## Certifications

Strategic Thinking

# Vinit Salunke

Experienced Technical Leader and Program Manager | Driving Strategic Initiatives, Stakeholder Communication/Collaboration, and Technical Innovation at TATA Consultancy Services  
Redmond, Washington, United States

## Summary

- Accomplished Technical Program Manager and Network Administrator with over a decade of experience in IT project management and technical roles.
- Successfully led the implementation of ServiceNow, resulting in a 30% reduction in team efforts through meticulous planning and collaboration with cross-functional teams.
- Digitized purchase order and invoicing processes, processing over 130K invoices line items into a structured SQL database, enabling enhanced expenditure tracking and decision-making.
- Pioneered an "AI for everyone" awareness program, achieving a remarkable 94% engagement rate across 260+ associates and prioritizing the development of advanced AI and ML skill sets.
- Proven track record of contributing to profit margin growth and customer satisfaction through innovative solutions and process improvements.
- Holds certifications in Microsoft Power Platform App Maker, expert in PMP, Agile methodologies, and ServiceNow, demonstrating a commitment to continuous professional development.
- Bachelor of Computer Science graduate from the University of Pune, equipped with a robust technical skill set encompassing AI Prompt Engineering, Azure Services, SQL DBA, and more.
- Passionate about learning and emerging technologies, poised to leverage expertise and leadership acumen to drive transformative initiatives and organizational success.

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## Experience

### Tata Consultancy Services

17 years 2 months

#### Technical Program Manager

June 2022 - Present (3 years 4 months)

Redmond, Washington, United States

- Saved 30% of team efforts by onboarding ServiceNow tool
  - o Collaborated with diverse cross functional teams to gather ServiceNow requirements, developed a comprehensive roadmap, and requirement documents for the successful implementation of ServiceNow.
  - o Tracked project progress and KPIs to meet quality standards and adhere to timelines.
  - o Identified improvement opportunities and process gaps in the seamless implementation of solutions within the ServiceNow tool.
  - o Assumed responsibility for risk identification and management, maintaining a meticulous risk register to ensure risk mitigation.
  - o Orchestrated Test and UAT acceptance phases by developing detailed test cases, ensuring a smooth transition to production with zero issues during UAT and post-implementation coordination.
  - o Managed the entire lifecycle of ServiceNow, including UAT, production rollout, and post-implementation coordination to guarantee optimal system performance.

#### Program/Delivery Manager

August 2018 - June 2022 (3 years 11 months)

Pune, Maharashtra, India

- Centralized Invoicing Process-
  - o Rearchitected the of the manual invoicing process, transitioning it to an automated system through the development of a centralized invoicing tool. This tool facilitated project invoicing at the account level.
  - o Collaborated with cross-project teams to collect requirements and gain insights into the process. Developed a roadmap and requirement documents.
  - o Supervised a team of four in the development of the solution and successfully implemented it across the account.
- Conceptualized and executed an "AI for everyone" awareness program at the account level
  - o Reached 94% of the set target across 260+ associates.
  - o Established a specialized batch comprising 7 associates equipped with advanced AI+ML skill sets.
  - o Prioritized top 10 out of 19 innovative and transformational ideas across the account.

#### Project Lead

November 2015 - July 2018 (2 years 9 months)

Redmond, WA

- Contributed to 40% increase in profit margin by spearheading the offshoring initiatives

- o Established onsite-offshore model, making sure end to end transfer of knowledge
- Managed Dogfood program for Team Foundation Server (TFS 2019) RC Escrow, RTW Escrow and Final build
- o Collaborated with the 9 different Product Group which actively participated in Dogfooding process for new TFS 2019 releases.
- o Provided valuable feedback, filed bugs, addressed infrastructure-related issues, and led root cause analysis efforts.
- Managed Azure Migrations and Infrastructure Operations
- o Led and managed on-premises to Azure server migrations, OS and SQL upgrades
- o Led the automation of orphan Azure resources cleanup like OS Disk, Data Disk, Diagnostic Profiles, Network Interfaces across all the subscriptions and built the PowerBi report.
- o Performed a detailed analysis (Live site postmortems) by analyzing Kusto cluster data with Kusto queries.
- o Leveraged extensive experience to serve as a key technical expert within the team, delivering comprehensive training sessions on SQL, TFS, and other domain applications to enhance the team's technical capabilities.

#### Problem Management Lead

January 2014 - November 2015 (1 year 11 months)

Pune, Maharashtra, India

- Reduced volume of user requests by 14%
- o Spearheaded a comprehensive analysis that led to the development of a customer-facing portal.
- o Post-implementation, the portal successfully reduced user requests by 14% and significantly enhanced the overall customer experience.

#### Project Lead

October 2010 - January 2014 (3 years 4 months)

Redmond, Washington, United States

- Technically led and managed a team of 12 operation engineers and 2 automation developers
- o Managed IT Operations project end to end along with close client communication and stakeholder management.
- o Managed delivery with SLAs maintained all KPIs.
- o Supported and administered VSTF (Visual Studio Team Foundation Server) application along with 1000+ set of on-premises Windows and SQL Server environment having terabytes of database size.
- o Handled large scale SQL Data migration and Azure TFS services migrations.

- o Implemented and maintained SQL Always On, Transactional Replication, Mirroring for SQL Servers.
- o Worked in live production environment, handled Tier 3 level operational issues and live sites issues.

#### Sr. Service Engineer

August 2008 - October 2010 (2 years 3 months)

Pune, Maharashtra, India

- o Handled Tier 2 operations for Microsoft legacy application called Windows Testing Tool (WTT).
- o Received appreciation from customers for finding root cause of repetitive issue which reduced 0.5% of overall ticket count.
- o Responsible for administering and maintaining SQL Server DBs.

#### Quinnox Consultancy Ltd.

##### Sr.Consultant

October 2007 - July 2008 (10 months)

Pune, India

Client - HSBC GLT

SCION (Security & Compliance Intelligence Operations Network) - is the HSBC Group standard case management system and intelligence database for detecting and recording incidents of financial crime, including fraud, money laundering, terrorism funding and other events where crime is suspected or confirmed.

##### Roles -

- Understanding and analyzing the Requirement.
- Generating the query log.
- Preparing Unit Test Cases in a Quality Center (QC).
- Coding.
- Unit testing.
- Assisting in SAT and UAT.
- Preparing application rollout plan or assisting to rollout the application to LIVE.
- Additional Responsibilities: SCM (Configuration Manager) Maintaining VSS Maintaining DOM DOC

#### Wisdom Technologies

##### Sr. Software Engineer

November 2003 - September 2007 (3 years 11 months)

Pune, MH, India

Worked on various project in different technologies during the span of 4 years.

Some of the roles and responsibilities included are -

- Preparing Functional Specification.
- Preparing Unit Test Cases.
- Coding.
- Unit testing.
- Assisting in SAT and UAT.
- Preparing application roll out plan or assisting to roll out the application to LIVE.

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## Education

University of Pune

Bachelor's Degree, Computer Science