

SERVICE ARCHITECT & DELIVERY PROFESSIONAL

- ❖ *Experience: Total – 15 years | EMS Tools – 12 years*
- ❖ *Specialties: Service Assurance Architect, Service Management, ITIL, EMS Tools*
- ❖ *Tools Managed: Splunk, AppDynamics, HP OVO, Ca Nimsoft, SolarWinds Network Monitoring, Ca Spectrum/eHealth, Ca SOI, Cisco Prime Monitoring, Riverbed OpNet Netmapper*

Core Competencies: Executive and Technical Presentations, Document Management, Servers and Network Maintenance, Device Configuration, Client/ Vendor Management, Post Sale Project Management, Service Delivery Management, Resource Management, Delivery Assurance

□ PROFILE SUMMARY

- » Accomplished technical architect with extensive experience in designing, developing, and deploying software application architectures and infrastructures.
- » Proven ability to lead project teams in delivering high-quality solutions within complex and challenging customer environments.
- » Skilled in project planning, phased deliverables, cost-benefit analysis, design and architecture, proposals, and resource allocation.
- » Successfully delivered complex end-to-end projects across multiple applications, translating business needs into technology requirements for diverse geographical locations.
- » ITIL Foundation Certified, ensuring the delivery of high-quality customer experience while adhering to ITIL best practices and methodologies.
- » In-depth understanding of Splunk, AppDynamics, HP OpenView Tools (OV NNM, OVO/OML), and Ca Tools (Spectrum, eHealth, and Nimsoft).
- » Effective communicator with a flair for managing multicultural, geographically dispersed teams and relating to individuals at all levels of business and management.

Won Best Performer and Extraordinary Effort awards in the year 2011 and 2012 respectively

□ WORK EXPERIENCE

Accenture Solutions Pvt. Ltd., Pune/Indore

Senior Technical Architect

Since May 2018

Significant Highlights:

Service Assurance and Automation:

- » Produced comprehensive technical proposals that aligned with customer requirements.
- » Built strong relationships with clients, technical teams, and external contractors.
- » Managed the development of internal documentation to meet client expectations.
- » Architected and designed software solutions for Infra/DB/Cloud/Application monitoring using Splunk and Alops, addressing diverse requirements.
- » Engaged in the project lifecycle from solutioning to deployment and handover.
- » Participated in release management and led upgrade activities for existing deployments.

Key Responsibilities:

- » **Solution Design:** To lead and guide the large deals bid team to ensure that a winning proposition to the customer on various technologies.
- » **Project Implementation:** Understand business requirements and propose technical architecture to successfully implement them. Present options and weigh implementation complexities and risks to make right decision.
- » **Documentation:** Define and document solution architecture and translate proposed solution to the client's business and to the implementation team providing technical guidance, review work packages, ensuring successful delivery.
- » **Client Relationship:** Work with client teams clarifying questions, tailoring and finetuning proposed architectures, troubleshooting and solving unexpected issues, proactively working with technical.

HCL Technologies, Noida

Assistant Manager/Team Lead

Since Nov 2014 to April 2018

Significant Highlights:

- » Stays abreast of the latest advancements to strategically plan projects and conduct thorough risk management reviews, ensuring timely delivery.
- » Directed a diverse team of professionals from various disciplines and maintained continuous communication with clients throughout the project lifecycle, securing approvals, finalizing specifications, and reporting progress.
- » Demonstrated exceptional skills in crafting policies and procedures that supported the attainment of project objectives.
- » Provide leadership and support for Appdynamics, CA Nimsoft, Spectrum, Cisco Prime, and Netmapper to the team.

Key Responsibilities:

- » **Delivery Management:** Managing delivery of Managed services engagements. Creating project charter outlining scope, goals, deliverables, required resources, budget, and timelines.
- » **Client Relationship Management:** Serving as the primary contact for assigned corporate clients throughout the implementation process, maintaining a client-focused, yet firm approach about agreed contract.
- » **Project Implementation:** Guiding the project team using appropriate methods to ensure that they understand their deliverables and know the best practice for delivering them.
- » **Stakeholder Management:** Leading a team of multi-disciplinary professionals and liaising with the client at all stages of the project for securing approvals, finalization of specifications, reporting progress and final handover.
- » **Team Management:** Completing several programs and projects with proven track record of planning, strategizing and implementing leading edge delivery models.
- » **Incident Management:** Handling the service performance and effectively managed day-to-day incidents and problems to successful resolution.

Vodafone Shared Services India, Pune
Assistant Manager IT

May 2011 to Nov 2014

Key Responsibilities:

- » Actively participated as a key member in the Change Advisory Board (CAB) and Management Advisory Board, contributing significantly to decision-making processes.
- » Appointed as an independent member for Root Cause Analysis (Alarm Optimization) specifically for HP OVO applications.
- » Oversaw the management of a comprehensive portfolio of infrastructure monitoring tools, including HP OVO, HP NNM, HP OVPI, and BAC/BSM.
- » Designed and implemented new applications, as well as enhancements to existing applications, software, and operating systems.
- » Proposed and developed system design models, specifications, diagrams, and charts to provide clear guidance to system programmers and development teams.
- » Assumed the responsibility of defining technical requirements and creating comprehensive plans for project lifecycle deployment, which included scheduling infrastructure deliverables.
- » Monitored IT procedures and ensured proper administration of user permissions, security levels, and technical accountabilities.
- » Acted as the primary point of contact for new projects, understanding the business needs and recommending the necessary infrastructure for optimal application functionality.

Six Sigma SoftSolutions Pvt Ltd, Pune
Technical Support

Oct 2010 to April 2011

Key Responsibilities:

- » Supporting clients Infra monitoring platform with multiple regions on HP OVO suit.
- » Managing and maintaining existing setup with minimum downtime.
- » Evaluation of root cause and fixes with vendor provided patches.

Immunity Networks, Mumbai
Technical Consultant

Oct 2009 to Jun 2010

Training Attended: RSA envision, RSA DLP

Key Responsibilities:

- » Created business requirement documents to ensure technical specifications can be developed. Documented specification, user manuals, procedures and other relevant information.
- » Developed strong working relationships with key customer contacts and served as their main point of contact for product knowledge and implementation efforts.
- » Provided technical expertise in developing solutions to complex software engineering problems, which require frequent use of ingenuity and creativity.
- » Developed technical Pre-Sales solutions and worked in close coordination with the Sales team in formulating and building up proposal knowledge.

Wipro InfoTech (contract)
Application Support

Jan 2007 to Jan 2009

Key Responsibilities:

- » Worked effectively with the application domain experts within the established process framework, and demonstrated a set of fundamental web development skills. Shouldered accountability to manage team of 5 to 10 members.
- » Engaged in handling activities entailing CA Spectrum 8.0, HP OpenView NNM 7, CA eHealth 6.0, HP OVPI 7, CA NSM 3.1, CA ServiceDesk r11, MS SQL and Backup Systems- Veritas Netbackup.

- » Designed detailed description of user needs. Worked with technical resources to develop, test, and document software. Provided technical assistance to other developers as needed.
- » Coordinated and collaborated with functional users and IT staff to find solutions to problems identified in testing, resolved issues during systems upgrades, ensured that requirements documentation is easily translated into UAT.

Inmac Computers, Mumbai

System / Network Administrator

Jun 2006 to Jan 2007

Key Responsibilities:

- » Analyzed and researched industry tools and knowledge to discover ways to improve efficiency of IT applications and techniques. Handled network for 30-40 branches and maintained LAN for 150-200 System.
- » Interacted with clients for requirement gathering, system analysis and finalizing technical / functional specifications and high level design documents for the project.
- » Handled all kind of Network Printers, Active Directory and Program packages on Database Server. Engaged in installation and maintenance of SQL server.
- » Worked in Windows NT and 2003 Server, along with Database, Mail (Spear Mail) Server and Backup (with Ultrim drive Autoloader) Server with Veritas backup.

EDUCATION

2013 **MBA**, IGIMT, 70.33% || 2005 Bachelor in Commerce, DAVV, Indore

Courses: Cisco Certified Network Associate (CCNA ID# CSC011153325), Cisco Certified Network Professional (CCNP), Microsoft Certified Professional (MCP ID# 3416242), ITIL Foundation Certified (ITIL ID: 4728394), MCSA

Personal Details: Date of Birth: 31st May, 1983 | Address: C-804 Livogue, Malwadi, Hadapsar, Pune M.H. 411028

