

## Contact

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## Top Skills

Splunk  
AppDynamics  
Solarwinds

## Languages

Hindi  
English

## Certifications

ITIL

## Honors-Awards

Best performance  
Exemplary leadership award  
Recognition for Extraordinary Effort

# Jatin Gupta

Tech Architecture Associate Manager at Accenture  
Pune, Maharashtra, India

## Summary

Experienced technical architect with a proven track record of successfully delivering high-quality solutions for complex projects. Skilled in project planning, cost-benefit analysis, and translating business needs into technology requirements. Possesses expertise in various monitoring tools such as Splunk, AppDynamics, and HP Operations Manager i. Adept at managing multicultural and diverse teams and fostering strong relationships with clients and stakeholders.

Experience: Total – 15 years | EMS Tools – 13 years

Specialties: HP OML/OVO, NNM, OVPI, Ca Sprctrum/eHealth, Nimsoft, Cisco Prime, Solarwind, Opnet, ITIL, EMS Tools

Tools Managed: HP OVO, Ca Nimsoft, Solarwinds Network Monitoring Tool, Ca Spectrum/eHealth, Ca SOI, Cisco Prime Monitoring, Riverbed OpNet Netmapper, Appdynamics

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Core Competencies: Servers and Network Maintenance, Device Configuration, Client/ Vendor Management, Post Sale Project Management, Service Delivery Management, Resource Management, Budget Management, Delivery Assurance, Program Governance, Client Account Management, Cisco Call Management, Program Governance

## Experience

Accenture

Tech Architecture Delivery Assoc Mgr  
May 2018 - Present (5 years)

Pune, Maharashtra, India

- Produced technical proposals that met customer requirements for Service Assurance and Automation.

- Built strong relationships with clients, technical teams, and external contractors.
- Managed development of internal documentation and met client expectations.
- Architected and designed software solutions for Infra/DB/Cloud/Application monitoring in Splunk.
- Engaged from Solutioning to project handover and participated in Release management and upgrade activities.

## HCL Technologies

### Assistant Manager

November 2014 - May 2018 (3 years 7 months)

Noida Area, India

- Spearheaded multi-disciplinary teams and collaborated closely with clients to secure approvals, finalize specifications and report progress.
- Applied cutting-edge strategies to plan projects and conduct risk management reviews, ensuring on-time delivery and optimal results.
- Developed and implemented policies and procedures to support project objectives, consistently demonstrating excellence in execution.
- Provided technical support and expertise on industry-leading tools such as Appdynamics, CA Nimsoft, Spectrum, Cisco Prime, and Netmapper, driving optimal performance and outcomes.

## Vodafone India Services Pvt Ltd

### Assistant Manager-Lead Infrastructure Monitoring

August 2012 - November 2014 (2 years 4 months)

Pune

- Played an integral role in the Change Advisory Board and Management Advisory Board
- Independently identified and addressed root causes of issues with HP OVO applications
- Successfully managed multiple infrastructure monitoring tools including HP OVO, HP NNM, HP OVPI, and BAC/BSM
- Designed and implemented new applications and software enhancements while providing direction to development teams
- Led project lifecycle planning including defining technical requirements and monitoring IT procedures for user permissions and security levels

## Vodafone India Services Pvt Ltd

### Sr. System Analyst

May 2011 - July 2012 (1 year 3 months)

Pune, India

## Infrastructure Monitoring

### Tata Consultancy Services

#### Tools Admin

October 2010 - April 2011 (7 months)

- Provided support for clients' infra monitoring platform across multiple regions utilizing HP OVO suite.
- Efficiently managed and maintained the existing setup, ensuring minimal downtime for clients.
- Conducted thorough evaluations of root causes and implemented fixes using vendor-provided patches.
- Collaborated with team members to optimize system performance and streamline processes.

### Immunity Networks

#### Technical Consultant

October 2009 - June 2010 (9 months)

- Created detailed business requirement documents to guide technical specifications development, ensuring accuracy and consistency throughout the process.
- Fostered strong client relationships by serving as the primary point of contact for product knowledge and implementation efforts, ultimately driving customer satisfaction and retention.
- Provided technical expertise to solve complex software engineering problems, utilizing creativity and ingenuity to develop innovative solutions.
- Developed technical Pre-Sales solutions and collaborated closely with the Sales team to effectively communicate proposal knowledge and win new business opportunities.

### Wipro

#### Application Support

February 2007 - January 2009 (2 years)

- Managed a team of 5-10 members while effectively collaborating with application domain experts within established process framework to develop fundamental web development skills.
- Demonstrated proficiency in various systems including 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 Veritas Netbackup.

- Gathered user needs and worked with technical resources to develop, test, and document software while providing technical assistance to other developers.
- Coordinated with functional users and IT staff to find solutions to problems identified during testing, resolved issues during systems upgrades, and ensured easy translation of requirements documentation into UAT.

## Inmac Computers

### System Network Admin

June 2006 - February 2007 (9 months)

- Conducted thorough research to identify opportunities for improving efficiency of IT applications and techniques in the industry
- Successfully managed the network for 30-40 branches and maintained LAN for 150-200 systems
- Collaborated with clients to gather requirements, conduct system analysis, and finalize technical specifications and high level design documents for projects
- Demonstrated expertise in network printers, active directory, SQL server installation and maintenance, and Windows NT and 2003 server
- Managed mail servers, backup servers, and program packages on database server with Veritas backup and Ultrim drive Autoloader.

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## Education

### Devi Ahilya Vishwavidyalaya

B.com, Computer Application · (2001 - 2005)

### TNDPS

· (1996 - 2001)