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| **SANJAY– IT project, operations and process management Professional**Mobile: **Whatsapp +971504753686 / +919979971283** **Email:** **sanjay.375963@2freemail.com** |
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**Objective**

Seeking an opportunity in IT project management and operations with a blend of IT infrastructure, BAU , and delivery management

**Project Manager / Operations manager/Process manager**

**Profile**

**Core Skills**

**Project management**

**Process management**

**Operations Management**

**Stakeholder/People management**

**Seasoned professional with a unique blend of Managerial, Functional and Qualitative skills backed by strong record of people management and resource optimization. Articulate communicator speaking the language of both people and technology, blending process expertise with interpersonal and operational skills while interacting with the cross-functional teams, customers and stakeholders.**

**Project management-**

Exposed to a wide range of short and long duration projects both in shared services and IMTS domains with good amount of exposure in integrating activities related to the project. Defining cost, scope, resource and time estimation, stakeholder management, Resource management, determining budget, project charter that defines high level description of project and product.

* As project manager, involved in feasibility and assessment of the project with the stakeholders by considering the business case and inputs received like SOW, agreements, procurement docs, enterprises environmental factors and org process assets.
* Seek the approval of the project charter with the key stakeholders like customers to gain authority, commitment and also during the initiating stage, communicate the elements of the project charter to the stake holder to align the expectation and support of the project success
* High level risk analysis using current and past historical data as part of the charter review to propose implementation strategy.
* Analyzing requirements as part of project team and converting them into specific deliverables for generating project scope statement.
* Responsible for earned value analysis to measure the project performance against the schedule and cost baselines.
* Responsible to ensure the project meets the quality standards and parameters set by the requirement document.
* Take corrective and preventive steps to realign the project performance with the project management plan and against the project scope baselines.

**Functional Skills**

A versatile IT ops professional performing the role of service owner with exposure in handling large scale IT infrastructure, operational functions and support to business-critical production applications and maintenance of production servers, datacenters hosted on public platform and management and maintenance of major changes under the care.

**IT Infra Management** –

* As part of BAU responsibilities, oversee and own support related tasks of all applications and infra related issues.
* Responsible for implementation of all major and emergency changes and infra upgrade task as part of organic growth and migrations.
* Provided overall support and backup to the release and deployment management teams throughout the planning, build, release and deployment stages.
* Round the clock and comprehensive service monitoring and health checks of services to ensure the systems and applications are within the stipulated threshold and utilizations.
* Ownership of all IT maintenance change windows and responsible for a successful change window and implementation
* Efficient security compliance access management and setup of robust policy that ensures no breaches and deviations.

**IT Application Management**

 Contribute towards application specific expertise and act as an escalation point/SME
 Assist in identifying problem and its root cause and mitigation of incidents.
 Review, approve and publish known error database (KEDB) standard operating procedure (SOP) documents.
 Participate in mock application disaster recovery planning and exercise.
 Participate in Knowledge Transfer activities, application transition planning and prepare necessary KT documents for any upcoming enhancement to existing application and for onboarding new applications,

**Process management –**As process owner, maintains liaison with operations team during the service management lifecycle.
Perform tasks such as documenting and publishing process. Review any proposed enhancement to the process.

Define the key performance indicators (KPI) to evaluate the effectiveness and efficiency of the process.
Engage in process design and being responsible for it.

Training and coaching of resources to ensure the staff are adequately trained to understand their roles and responsibilities in the service management process.

Ensures the processes, roles, responsibilities and documents are regularly reviewed and audited,

**Process Consultant:**

* Responsible to conduct GAP analysis, identify the configuration/change requirements, prepare/present recommendations for client approval and devise solution based on the recommendations and need.
* Involved in conducting incident recording, incident analysis, prioritization based on severity, incident management and post Incident review tasks.
* Individual contributor as Process Consultant to conduct process maturity assessments as per ITIL based templates.
* Managed to create Business case aligned to strategic & high impact incidents. Derive and develop solution to resolve the same, within the agreed service levels.
* Engaged in Process Assessment, Re-engineering of same, as per industry best practices and derived validation template, which successfully went into production.

**Major Incident Management**:: That included initial diagnosis, impact assessment, classification, driving major incidents, ownership of technical and management cells(bridges) tracking and stakeholder-communication, Post Incident review and Evaluating incident management performance against the KPI’s defined.

* End to end support for Clients on any Priority 1 & 2 production defects and assisting the PS&M team with defect investigation and Resolution.
* Ownership of all critical and high priority incidents from the creation time until resolution and post incident review tasks of all P0 and P1 incidents arising out of changes implemented.
* Responsible for timely closure of all critical and low priority incidents within the agreed service levels.
* Stakeholder management, meaningful and timely communications, ownership of technical and management cells during the bridge calls, post incident reviews, close coordination with Problem management teams for RCA’s and problem tickets, known errors and updating KEDBs.

**Problem Management:** That included, pre-and proactive root cause analysis, KEDB fulfilment, Downtime and availability monitoring. Final evaluation report, incident mitigation etc. Measure of RCA’s and problem tickets against the KPI’s set.

**Change management**:
Create change model to standardize change management process so that similar and major changes with high level of risks go through the streamlined process to mitigate risks and failed changes. Standard process includes, outlining the type of change, priority associated with the change, consequences if the change is not carried out. Urgency of the change and the environment. Remediation plan to understand the reason for failed changes and a robust rollback method to ensure downtime and impact is mitigated. Post implementation plan to review the recently implemented changes. Reviewing change performance to fine tune future changes and documenting them.

Monitoring KPI for change management to reduce failed changes, unauthorized changes and process deviations. Chair CAB and ECAB, approvals, understanding business needs and carry out in-depth analysis of all changes before implementing them. Effective and detailed communications for all Change plans and outages and emergency changes.

**Career**

**Achievement:**

1. Seamless management of all ITMs for the last two years by ensuring all release migrations, infra upgrade, patching, and deployments were carried out with in the approved downtimes and no extensions with minimum number of rollbacks.
2. Managed and implemented all organic growth plans with real-time planning and precision.
3. Change model to implement all normal and emergency changes effectively by taking them through a standardized change process.
4. End to end process set up for clients across for effective management of issues, defects, downtimes and critical and high priority incidents.

**Work experience**:

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| **Company (from recent)** |  **Designation** | **Roles and responsibilities** | **Duration** |
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| **Mindtree Ltd, Bangalore** | Project manager | Operations/project/process management | August2014/Oct2017 |
| **Sonata Software, Bangalore** | Consultant/associate manager | Process management | Sept 2013/Aug 2014 |
| **Accenture, Bangalore** | Team lead | IT service management/Infra operations | Sept 2012/Sept2013 |
| **UTC Aerospace, Bangalore/UK** | Lead-IT infra | IT infra support, operations/MIM | Dec2009/June2012 |
| **HP Global soft, Bangalore** | Senior support Engineer | Support/MIM/Change management | Sept 2006/Nov 2007 |
| **B.E .Enterprises** | IT engineer | Network/IT support | Dec1994/Aug 2006 |

**qualification**

**Education:**

* Bachelor in Computer application. Dr C.V.Raman University
* II PUC , Bangalore University
* Diploma (Mechanical Engg.), from Bangalore University, India

**Accreditation:**

* ITIL (Foundation) certified -Exin - 2012
* ITIL Service Operation certified – Exin - 2013
* ITIL service transition certified – EXIN - 2015
* PRINCE2 (Foundation & Practitioner) certified – Peoplecert - 2016

**Personal Details**

**Languages known:** English, German Telugu, Kannada and Hindi

**Nationality:** Indian

**Notice period**: Can join by 1st November 2017

**Passport Details:** (valid till 11-08-2020)