Prasad P - Program Manager/Technical Delivery Manager -Service Delivery IT- Cloud Operations

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Professional Summary:

16-Years of experience in IT-Industry played multiple roles as Program Manager IT Service Delivery - Cloud Operations for Global Technical Support Project Planning and managed various projects in Global Service Delivery Model. Managed AWS, Azure, DevOps, Agile, Application Support & Database Administration Projects. Experienced in Quality, Service Delivery, Vendor, Team & People Management. Customer focused and Service improvement & business continuity management.

- Managed multiple complex projects with an efficient leadership role as a Project and Program Manager for accounts in multiple domains like Financial, Energy, Banking, Manufacturing, IT Software, Pharma & Health Care and Bio-Science domains. Responsible for managing multiple projects in a budget nearly about $ 30 million. Responsible for managing the Projects and ensuring on service delivery quality as per the business standards & requirements prior to the project implementation, e.g., testing, deployment, and pilot phase requirements as per the specific program plan requirements.

- Experienced in AWS, Microsoft Azure, Agile, DevOps, Database Administration and Production Support & Application administration, Project management, Quality management, and Vendor/Subcon Team management. Production System stability, performance management, Service improvement planning, Project Budget Analysis, FTE Analysis, Resource optimization, worked on request for proposals for various clients.

- Enterprising leader & planner with a strong record of contributions in streamlining operations, invigorating businesses, heightening productivity, and improving systems & procedures, targeting senior level assignments in ITIL Operations, Project Management, Incident Management and Change Management.

- Strong experience in Delivery with distributed teams, onsite/offshore, define and implement delivery processes, handle mix of project types and technologies. Managed delivery of multiple portfolios, hands on experience in delivery of large scale Technical and IT Cloud operations engagement(s) with a team of around 120 people in Global Service Delivery Model for both onshore and offshore teams. Demonstrated ability to work in a very fast paced environment, to manage multiple tasks, to adapt and deliver results in highly unstructured situations. Ability to build high performing teams, mentoring team members, building a strong second line, ability to attract & retain talent.

- Excellent customer interfacing skills and proven ability to interact with Senior leadership team from IT and Business in the customer organization. Good understanding of Project Financials and key levers that influence profitability. Ability to provide coherent vision, strategic plans, and leadership to achieve peer/stakeholder buy-in and successful alignment with business vision. Able to deal with diverse set of stakeholders and tune abstraction levels to be able to communicate effectively. Proficient in articulation, communication, and presentation. Proficient in extending ITIL Service Support in Incident, Problem, Change, Release and Configuration Management.

- Experienced in active management of resource loaded Project Schedules and resource assignments using Microsoft Project and experienced in implementing projects utilizing industry standard system development life cycle methodologies like waterfall and Agile methodologies. Had experience in managing projects with 3rd party vendor and subcontractor mechanism while delivering the multiple projects in different domains during all these Years. Trained internally on Project Management and Service Delivery & Quality Management. Supporting pre-sales, capture, activities to help secure our largest programs and ensure they are setup for successful delivery.

- Successful engagement execution on large complex programs to achieve on time, on budget and on expectation delivery. Maintaining program delivery quality, profitability, and customer satisfaction, among other metrics and ensuring strong program governance.

- Good leadership and oversight to the internal project managers in mid-trier engineering, database, capacity Management, Application support and admin teams to execute them towards reaching the overall productivity as per the program from a project management and Service Delivery perspective. Defining and managing project scope, schedule, and budget, managing project schedule and budget variances, and providing implementation alternatives to mitigate project risk related to scope, schedule, and budget.

- Building and maintaining Docker container clusters managed by Kubernetes, Linux, Bash, GIT, Docker, in AWS, Azure cloud platforms. Created DEV, TEST, and PROD environments in AWS cloud using Kubernetes. Implemented Dev, QA & Production environments, load balancing, scaling, fault tolerance infrastructure with Kubernetes. Deployed containerized pods for different application deployment in an easy & fast way without downtime.
- Implemented Kubernetes cluster environment for various deployments required for CICD implementations. Experienced in Docker, Jenkins, Ansible, Maven for automation for build and CI/CD. Experienced in working with version control systems like GIT and used Source code management client tools like GitBash, GitHub. Experience in using Maven as build tool for the building of deployable artifacts and Ansible configuration Management tool to run ansible playbooks.
- Deploying and maintaining production environment using AWS EC2 instances and ECS with Docker. Built and deployed Docker containers to break up monolithic apps into micro services, improving developer workflow, increasing scalability, and optimizing timelines and resource optimization. Experience in analysis, design, and deployment of various applications in all the environments as per client business requirements.
- Managing the projects in waterfall and Agile methodology project management. Experience in Windows, UNIX environments, by Providing Global Technology Support as well as application production support and service delivery. Incident, Change, Problem Management as per ITIL standards to defined processes Experience in identifying, troubleshooting, and resolving day-to-day SQL database, AWS, Azure and DevOps administration activities. Proficient in extending ITIL Service Support in Incident, Problem, Change, Release and Configuration Management.
- Steered RCA for Critical outages led management with detailed and precise analysis reports and worked on Performance Tuning of database, application servers and Incident and Change Management processes. Provided support to internal applications/server related maintenance activities (Windows, UNIX, Database) during weekends and off business hours. Spearheaded Go-live and post Go-live support activities to complete the scheduled activities seamlessly. Experienced as a Release coordinator to complete the releases as per the scheduled timelines.

Domain and Technical Knowledge:
- **Domain:** IT, Health Care, Life sciences, Finance, Energy, and Manufacturing,
- **Technical:** AWS, Azure, DevOps, Database and storage, MS SQL Database Administration Windows administration, AIX Administration and Tivoli Storage Manager.
- **Tools:** Git, GitHub, Jenkins, Maven, Docker, Kubernetes, Rancher, Selenium, Toad, and SSMS, JIRA, Confluence, HPOO, Tivoli Monitoring, SiteScope, OEM.
- **Ticketing Tools:** HP Service Center, CA-Service Manager, CA Service Catalog, IT-Central Remedy, IBM Maximo, HPOO, Service now and BMC Remedy.
- **Languages:** C, CPP, Java, .Net, Python. UI Technologies: HTML, Angular, ReactJS,

Academic Qualification:
- Bachelor of Technology in Electrical and Electronics Engineering in 1995 from Nagarjuna University, Guntur, Andhra Pradesh, India.
- Master of Business Administration (Tech. Ops.) in 2012 from Sikkim Manipal University, Gangtok, Sikkim, India.

Certifications / Trainings/Professional Awards:
- Agile Scrum Master- EXIN Agile Scrum Master Certified.
- PMP Trained & Planning to get certified.
- AWS Solution Architect Associate Level
- Microsoft Certified Professional. Microsoft Certified System Analyst.
- IBM Tivoli Certified Professional. ITIL V3 Foundation Certified Professional.
- SQL Database Administration Certified Professional.
- Best Performance Team Award by the client among Global Client Teams and Best Performer Award by Infosys for solely Managing Global Support Teams.
- Best Team award among all the Teams in BA Continuum Solutions Pvt.Ltd.

Company: GP Technologies. Hyderabad. India.	From Mar 2020 to till to date.

Description: Managing AWS, Azure, DevOps, Application Support and Database Administration Projects running in 24 by7 support in Global Service Delivery Model environment for all client databases like MSSQL, Oracle, MySQL, and AWS DynamoDB taking care of day-to-day operations by coordinating with all the internal and external stake holders to fulfil their business and technical requirements as per the defined processes through ITIL & SDLC. Implementing an alternatives solution based on cloud-based technology and DevOps automation which assist the functional business units. Works closely with technical and client management to design and implement supporting tools for business application deployment requirements and processes to meet high availability, scalability & performance of the system.

Role and Responsibilities: Program Manager for IT -Cloud operations – Agile, DevOps, AWS, Azure & Database Operations Support and Administration. Handling Daily, Weekly, Bi-Weekly calls /meetings with the clients internal/external stake holders. Monthly report presentation to the client stake holders for all the business portfolios on timely basis.

- Program Management /Effort estimation, Projects Execution and delivery and billing. Responsible for Production deployments and to orchestrate the deployment, scaling and management of Docker Containers. Created DEV, TEST, and PROD environments in AWS & Azure cloud using Kubernetes. Implemented Dev, QA & Production environments, load balancing, scaling, fault tolerance infrastructure with Kubernetes. Deployed containerized pods for different application deployment in an easy & fast way without downtime. Implemented Kubernetes cluster environment for various deployments required for CICD implementations.

- Proactively identify, assess, and mitigate project risks across the project stakeholder community. Throughout the program, consistently evaluate the team's activities to identify opportunities for make utilizing the seniority of the team. Active engagement of peers to support in the successful execution of the program/project as per the plan. Active sharing of experience and learnings with the broader Project Management Community within Enterprise Services through mentoring, publishing, presentation, and participation in community activities.

- Collaborate with all internal and external stakeholders including project team members and vendors ensuring project objectives are understood and roles and responsibilities are well defined and followed without fail. Consistently follow the standard change management control process defined as per the ITIL process standards to ensure on quality of the service deliverables. Managing all aspects of the project including risk, issues, communication plan, decision making, project execution, running & steady state, and project interdependencies.

- Facilitate meetings clarifying business and technical requirements and decision making. Lead project groups within the Program and across stakeholder groups. Responsible for the service delivery of multiple Teams in Global Service Delivery Model (Database, Application Support, External Webhosting, DWH, CDP, DevOps, and Alert Management Teams).

- Managing resources in a matrix management organization and collaborate with senior management on resource allocations based on project priorities. Experience in validation of business requirements (BRDs) and participation in the translation of those requirements into FRDs and system design features as per the technical requirements. Also has experience in the creation & execution and tracking of system Functional and User Acceptance Testing activities (UATs).

- Managing project teams following the systems development life cycle including the business requirements definition, functional & technical design, code development, system testing including unit, system, performance, etc., deployment and rollout including training and pilot implementations.

- Conducted project profitability analysis. Implemented initiatives on continuous quality improvements, measure the quality against the goals. Prepared project milestone and metrics reports at regular intervals. Liaison with onsite Project Manager for evaluating risks and identify & implement mitigation steps.

Company: Infosys Ltd. Hyderabad, India.   **From July 2010 to Feb 2020**
Client: Pharmaceutical client in US, From: March 2018 to Feb 2020.
Projects Handled: AWS Cloud Operations, Database Operations, CI/CD-DevOps, Application Support and Maintenance.
Description: Responsible for setting up CI/CD environment and Infrastructure In AWS, Azure cloud platforms.

Maintaining DevOps, AWS, Azure, Application Support, and database Administration Projects running in 24 by 7 support environment and taking care of day-to-day operations by coordinating with all the internal and external stake holders to fulfill their business and technical requirement as per the defined processes through ITIL & SDLC. Responsible for Service Delivery of all internal tracks for multiple business portfolios as per the schedules defined and approved by the concerned approval authorities. Works closely with technical and client management to design and implement supporting tools for business application deployment requirements and processes to meet high availability, scalability & performance of the system. Organize and maintain the Team calls daily, weekly, Bi-Weekly and monthly with all the Project Leads /Managers for ensuring seamless project delivery for all internal projects.

Role and Responsibilities: Program Manager -IT -Cloud Ops - AWS, Azure & Database Operations Support and Administration. Project Management /Effort estimation and billing.

- Responsible for Test, Pre-Production and Production deployments and to orchestrate the deployment, scaling and management of Docker Containers. Implemented Dev, QA & Production environments, load balancing, scaling, fault tolerance infrastructure with Kubernetes. Deployed containerized pods for different application deployment in an easy & fast way without downtime. Implemented Kubernetes cluster environment for various deployments required for CICD implementations.

- Installation and configuration of SQL Database Servers on various environments and Create design artifacts. Migrated Linux environment to AWS & Azure by creating and executing a migration plan, deployed EC2 instances in VPC, configured security groups &NACL's, attached profiles and roles using AWS Cloud Formation templates and Ansible modules. Proactively identify, assess, and mitigate project risks across the project stakeholder community. Throughout the program, consistently evaluate the team's activities to identify opportunities for make utilizing the seniority of the team.

- Active engagement of peers to support in the successful execution of the program/project as per the plan. Active sharing of experience and learnings with the broader Project Management Community within Enterprise Services through mentoring, publishing, presentation, and participation in community activities. Collaborate with all internal and external stakeholders including project team members and vendors ensuring project objectives are understood and roles and responsibilities are well defined and followed without fail. Consistently follow the standard change management control process defined as per the ITIL process standards to ensure on quality of the service deliverables.

- Managing all aspects of the project including risk, issues, communication plan, decision making, project execution, running & steady state, and project interdependencies. Facilitate meetings clarifying business and technical requirements and decision making. Lead project groups within the Program and across stakeholder groups. Managing resources in a matrix management organization and collaborate with senior management on resource allocations based on project priorities.

- Experience in validation of business requirements (BRDs) and participation in the translation of those requirements into FRDs and system design features as per the technical requirements. Has experience in the creation & execution and tracking of system Functional and User Acceptance Testing activities (UATs). Managing project teams following the systems development life cycle including the business requirements definition, functional & technical design, code development, system testing including unit, system, performance, etc., deployment and rollout including training and pilot implementations. Installation and configuration of SQL Database Servers on various environments and Create design artifacts. Database Design, Implementation, configuration, database changes, Troubleshooting, UAT testing. Interact with clients to elicit architectural and non-functional requirements like performance, scalability, reliability, availability, maintainability.

- Handled client calls on regular basis to provide updates from the Team. Providing Support to all Customers Global Datacenters for their applications. Managing the teams globally as part of our Global Technical Support for all business requirements of the customer.

- Managing DevOps, AWS, and Database Teams for the projects to manage and providing end-to-end support for complete life cycle as per ITIL Standards. Quality Management on Service Delivery for all the projects handled.

Projects involve IT-service delivery support to the customers by establishing incident /Change/Problem Management Team to support IT- Infrastructure to Clients. Adept in mapping client requirements, BRDs, FRDs, Implementations troubleshooting, RCAs, and resolutions. Coordination with global ROS Teams, Product Vendor Teams on resolving complex issues via Incident, Problem and Change Management processes. Planning and implementation of data and storage management solutions in Azure Could.

- Experienced in various SDLC project phases. Requirement/System gathering/System Analysis, Functional Specification, Business Logic's, Design, Layered Architecture, Test plans, Coding, Code review, Testing, Performance tuning, Documentation, Implementation and Maintenance. Experience in installation of Operating Systems, Packages and Patches, maintaining user accounts, Performance tuning, troubleshooting. Excellent team player with problem-solving and trouble-shooting capabilities. Experience in Datacenter administration by building database, application, and web servers with clustered environment. Experience in Worked with multiple vendors and geographically distributed teams in global service delivery model. Used Terraform for provisioning infrastructure by using JSON as Infrastructure as a Code. Created Json scripts in terraform for creating multiple instances in AWS cloud platform for our Dev, Test, and production environments.

- Created templates and code (Infrastructure as a code) to automate solution delivery and deployment into AWS Cloud for a wide range of technologies across Linux and Windows platform by using Terraform. Used namespace for distributing the cluster resources between the multiple users in Dev, Test and Production environments. Created namespace to help the different projects, teams, and internal stakeholders to share the Kubernetes cluster so that they can get a view on the list of Pods, Services, and Deployments they use to build and run their applications. Used Kubernetes namespace for providing the scope for Pods, Services, and Deployments in the cluster.

- Worked in Jenkins, Docker for setting up CI for new branches, build automation, plugin management and securing Jenkins and setting up master/slave configurations. Integrating various Version control tools, build tools, and deployment methodologies (scripting) into Jenkins to create an end-to-end orchestration build cycles. Troubleshoot build issues in Jenkins, performance and generating metrics on master's performance along with jobs usage. Automate the build and release cycles.

- Maintained and managed cloud & test environments and automation for QA, Product Management and Product Support. Good Interpersonal Skills, team-working attitude, takes initiatives and very proactive in solving problems and providing best solutions. Deployed the EAR and WAR archives into WebLogic and Apache Servers. Configured and Maintained Apache web servers for Release Management Team's internal use.

Client: Oil field Services Company, Houston Texas, USA.	From May 2016 to Feb 2018

Description: Global Support for Client's Application and Database Administration in all environments. Beacon Global Services Project involves Administration of all servers in Production, Preproduction, and Staging environments. Worked on Incident Management, Problem Management, Change Management, and Release Management in this Application Support. Application setup at multiple datacenters across the globe i.e., Dublin, Maryland, MIAMI, Amsterdam, Tomball both Eastern & western Hemispheres & Chevron in USA, Jakarta (Indonesia), Moscow (Russia), China (Beijing), Malaysia (Kuala Lumpur), Columbia and Venezuela Datacenters are operational. Building Database, Application and Web Servers in datacenters across the GLOBE. Client's Infrastructure has been migrated from On-Premises to AWS Cloud platform for all the Datacenters client has across the Globe. Clients data must be displayed at web interface level and should be available for their users.

Role and Responsibilities: Program Manager- Agile, DevOps, AWS, Azure, Database, Application Support and Administration.

- Worked on multiple AWS instances like Elastic Load Balancer (ELB), Security groups, and AMIs, Auto scaling to design cost effective strategies. Experienced in Jenkins, GIT Maven for end-to-end automation for all build and CICD. Experienced in working with version control systems like GIT and used Source code management client tools like GitBash, GitHub. Experience in using Maven as build tool for the building of deployable artifacts. knowledge and experience in Azure & AWS EC2, S3 buckets, etc.

- Having work experience in support of multi-platform like UNIX, Linux, Ubuntu. Managed multiple environments for both production and non-production where primary objectives included automation, build out, integration and cost control. Expertise in trouble shooting the problems generated while building, deploying and production support. Create and maintain fully automated CI/CD pipelines for code deployment & testing before Production deployment. Actively manage, improve, and monitor cloud infrastructure on AWS, EC2, S3 and DynamoDB, including backups, patches, and scaling. Built and deployed Docker containers to break up monolithic apps into microservices, improving developer workflow, increasing scalability, and optimizing timelines and resource optimization. Utilized Kubernetes and Docker for the runtime environment of the CI/CD system to build, test and Production deployments.
- Good understanding of creating and managing the various development and build platforms and deployment strategies. Working Knowledge of Application Lifecycle Management, Change & Release Management and ITIL process. Exposed to all aspects of software development life cycle (SDLC) such as Analysis, Planning, Developing, Testing, implementing and Post-production analysis of the projects.
- Led installations and configurations of webservers, application servers, database servers (Tomcat, Jboss, MS SQL, MySQL, and Content Management WordPress server. Managed L3/L2 support Teams for all environment related issues, cut-over of business-critical applications, seamless delivery from the Team on enhancements and quality of the service deliverables. Managed 24/7 on call support Teams for critical production applications and experienced in Onsite/Offshore working model in Global Service Delivery Model.
- Supervising the installation, configuration, and upgrade of database systems. Implementation& maintenance of high availability & disaster recovery solutions. Planning and execution of quarterly patching of all systems and timely execution of the projects. Experience in applying security patches to all the databases phase wise without any interruption to the existing services. Managing the teams globally as part of our Global Technical Support for all business requirements of the customer.
- Coordination with Global Teams, Product Vendor Teams on resolving complex issues via Incident, Problem and Change Management processes. Managing Various Teams I.e., AWS and DevOps and Database Teams for the projects to manage and providing end-to-end support for complete life cycle as per ITIL Standards. Quality Management on Service Delivery for all the projects handled.
- Projects involve IT- service delivery support to the customers by establishing Service Manager/ Incident/ Change / Problem Management Team to support IT-Infrastructure to Clients. Handled remote production support Team. Managing the teams globally as part of our Global Technical Support for all business requirements of the customer. Coordination with global ROS Teams, Product Vendor Teams on resolving complex issues via Incident, Problem and Change Management processes. Coordinated with multiple vendors from geographically distributed teams for a successful development, testing & deployment of multiple projects in Global service delivery model.

Client: Oil Field Services Company. Kualalumpur, Malaysia.   From June 2014 to April 2016.

Description: This project involves providing support to client IT-Operations for which the tools CA Service Manager and Service Catalog is being used for all IT-Operations to handle Incidents, Problems, and Changes. It involves handling of workflow tasks for all categories of Changes for proper implementation across the globe for their business requirements. It also involves articulating BRDs into FRDs by analyzing technological feasibilities for business requirement. Maintaining production system available for the users in all primary, secondary and DR Setup gateway servers across all the regions. Migrating the application from on-premises to AWS cloud platform and make the application available to their users across the Globe. Maintain the high availability of the application to display the client data across the globe without business interruption for their users.

Role and Responsibilities: Project Manager.

- Worked on Production Issues by coordinating with all the teams globally for early resolutions to minimize the Impact. Application performance monitoring and worked towards the improvement of the performance by proactively finding out the peak memory consumed key processes. Scheduling the meetings and daily activities for the team to work on regular basis. Maintenance and Support tracks, related activities which involves fixing of

reported bugs, implementing any enhancement requests which are in scope. Liaising with various Global support groups to close incidents/problems.

- Application Support up to the mark by resolving the Incidents /Problems and Implementing the Changes/Releases within the stipulated timelines without having any issues by doing through testing before implementing any release/change. Adhere to the Process while implementing any Change /Release /Migration/Upgrade. Documenting all the Root Cause Analysis in a common knowledge repository for all future reference and easy resolutions of even complex issues to stabilize the system.

- Participating Change Advisory Board (CAB) meeting from our end to get /approve the necessary approvals as per predefined schedules to implement the changes. Worked on Enhancements of the Product along with the Product vendor by raising vendor cases. Maintaining the high availability of the tool which always must be available for client IT-Operations. Purging unnecessary Data and making more memory available to ensure the memory will be available for Key Processes which consumes more memory.

- Proactively finding the resolutions for some of the complex issues to ensure system stable. Expertise on complete Change Management Implementation Process. Worked with all teams globally for providing resolutions of complex issues. Experienced in active management of resource loaded Project Schedules and resource assignments using Microsoft Project and experienced in implementing projects utilizing industry standard system development life cycle methodologies like waterfall and agile methodologies.

- Experience in managing projects with 3rd party vendor and subcontractor mechanism while delivering the multiple projects in different domains during all these Years. Trained internally on Project Management and Service delivery & Quality Management.

- Identified the quality goals and processes, comply with internal quality mandate and plan for training the team. Consistent assessment of the project's status, risks & mitigation plans as per the Quality Team guidelines and highlight to the higher management. Prepared detailed project execution plan and resource model and manage changes from the baseline.

- Conducted project profitability analysis. Implemented initiatives on continuous quality improvements, measure the quality against the goals. Prepared project milestone and metrics reports at regular intervals. Liaison with onsite Project Manager for evaluating risks and identify & implement mitigation steps.

- Mentoring, competency development, performance management, rewards and recognition, compliance to Organization policies. Build strong relationship with all stakeholders and be the SPOC for the customer for all the project activities.

- Accomplishing Performance Management of the team & team members, mentoring , enabling resources for cross technology training, ensuring on each resource will be equally getting the opportunities for next level enablement, resource billing, Project Budgeting System preparing, auditing and Preparing and reviewing SOWs and knowledge documents, other process documentation as per the ITIL implementation and documentation for tasks along with assigning tasks to the team members and ensuring successful completion and maintaining organization standards as per the Standard Operating procedure documents of the Organization.

Clients: Pharmaceutical, Healthcare, Energy & Manufacturing domain clients. From July 2010 to May 2014.

Description: This Project Involves Windows, UNIX Server & MS SQL DB Administration. To minimize simple user management tasks to reduce manual efforts significantly and to submit the POC to the customer. Automated repeated user management tasks by using workflow tasks in HP OO tool and submitted the Proof of concept to the customer, end -to -end application and database administration.

Role and Responsibilities: Technical Project Manager -Windows, UNIX Database administration.

- Collaborated and part of the Organization Management/Leaders and provided strategic direction on technology initiatives in line with the core goals and business growth & profit objectives of the company/organization. Steering the Production root cause Management involving addressing all escalations and resolving them within the stipulated timelines. Implementing project plans in pre-set budgets, deadlines & balancing technical solutions

- Responsible for MS SQL Database Administration, Database backup, recovery, and maintenance. High availability configuration like clustering, mirroring, always on. Automation using Power Shell/SSIS for regular tasks. Migration of databases to Private or Public Cloud environments. Database server migration from on premises to cloud environment. Supporting and health monitoring of all production, QA, Dev., and Test environment databases.
- Documented the Root Cause Analysis and Maintained Common Knowledge Repository. Responsible for all the knowledge Management Documents to be there in the common knowledge repository. Client calls to understand their requirement on minimizing the simple user administration related task like granting access on their own for some of the environments and articulating the requirements as BRDs and then convert them to FRDs based on the technical feasibility. Participated in (RFPs) Request for proposal preparation, design the solution, license for required approvals and responsible for the deliverables. Participated and lead estimation activities for proposals and pre- sales discussions.
- Executing troubleshooting on issues such as Memory issues, Application log errors, database alerts along with steering Root Cause Analysis for WebLogic problems, managing Problem Management records with the Oracle and working with them on various issues related to Updating unresolved bugs or issues. Ensuring the high Availability (HA) configuration for Application Servers, details analysis of log files to locate & solve application server problems, Deployment of web-applications in WebLogic Server instances. Troubleshooting Application deployment issues, SSL implementation, configuration, and renewing SSL certificates.
- PMP Trained and EXIN Agile certified visionary leader with 16 years of expertise in Managing Multiple Projects in Finance, Insurance, Manufacturing, Energy, Healthcare, Bioscience & Pharma domain through Database, Application Administration, Techno Project/Program Management in Global Service Delivery Model including 24 by 7 environment projects. Steering Project Management activities including Planning, initiation, execution, bringing the project to SteadyState, Monitoring, Control and Closure of the projects along with coordinating with the business to get & execute new projects competently and with various matrix based diverse and geographically distributed project teams in Global Service Delivery Model.
- Skilled in implementing automation & lean to save redundant manual efforts, increase efficiency and to accomplish cost optimization. Successful business process re-structuring, implementation of business solutions in organizations within pre-set budgets and deadlines. Expertise in providing IT solutions for L3 Operations/Infrastructure Services with sound understanding of technical/ operational bottlenecks, as well as issues put forth by the clients and troubleshooting the same to avoid further escalation.

Company: BA Continuum Solutions Pvt.Ltd. Hyderabad, India.	From Oct 2006 to Jun2010.

Description: This Project Involves Windows server, Unix Server Administration and TSM storage administration. It involves resolving file system issues in AIX servers and storage issues for Tivoli backups to run successfully on daily basis. It also involves maintaining the production application system stable for their regular business operations to perform. Trouble shooting & resolutions, document RCAs.

Role and Responsibilities: First Level Manager /PSM Lead/Technology Manager/Windows, Unix & TSM Administration and AIX administration/Remote Operations Support and Administration/Application Support administration.

- Planning, design, build, operation & maintenance, troubleshooting, of windows servers. Handling the overall operations of the IT helpdesk & IT Infrastructure. Managing a diversified team ranging from service desk to asset management as per ITIL (Information Technology Infrastructure Library) Standards.
- Worked with US/UK/SINGAPORE Remote Teams in resolving the issues and finding the RCA for Issues. Worked on Incident, Problem Change & Release Management for BOA Applications. Ensure all cases are acted upon conscientiously and in the framework expected according to the SLA. Service and Customer oriented team player, Flexible, self-motivated with the ability to work under pressure in an International and culturally diverse organization. Analysis and resolution of faults as per agreed SLA and investigating root cause analysis (RCA). Installation of TSM Server in windows & UNIX environments.

- TSM Client installation for Database, Configuring & Managing TSM Database, Storage pools. Production issues by coordinating various On -Shore teams globally US/UK/ Hong Kong/Singapore Teams. Documenting the RCAs for further reference. Follow-up on regular meetings & Trainings as per predefined schedules. Preparing schedules for daily Activities for team. Proactively determining the possible faults and causes by the execution of predetermined health checks and operational checks, collocation of tapes.
- Piloting Shift Management, training, Service improvement and leaves for the team members along with recognition of efforts of team members and appreciating the contribution appropriately. Collaborating environmental changes in production environment and assuring error free completion within service level agreement. Framing KPI dashboard data for customer's update meeting along with project billing/budgeting estimations, key achievements of the Team members in Automation and Lean activities and talent acquisition.
- Conducted project profitability analysis. Implemented initiatives on continuous quality improvements, measure the quality against the goals. Prepared project milestone and metrics reports at regular intervals. Liaison with onsite Project Manager for evaluating risks and identify & implement mitigation steps.
- Mentoring, competency development, performance management, rewards and recognition, compliance to Organization policies. Build strong relationship with all stakeholders and be the SPOC for the customer for all the project activities.

Company: GE Global Technology Center, Hyderabad, India.   **From Oct 2004 to Sept 2006.**

Description: This Project Involves Windows server, Unix Server Administration. This project involves setting up the environment by building windows and UNIX servers for their remote support operations. Installations of multiple applications for their day –to-day business operations. It also involves maintaining the production application system stable for their regular business operations to perform.

Role: Senior System Administrator. Worked as Windows and Unix system administration activities and software installations & configurations and end-to-end support.

Company: GJC Hiramandalam, Andhra Pradesh.   From: Jun1999 to Mar 2004. (Non-IT Experience)

Role: Engineering Faculty. Worked as a lecturer for all Electrical & Electronics Engineering Subjects.

Company: Precission Engineering, Korba, Madhya Pradesh.   From Aug 1997 to Apr 1999. (Non-IT Experience)

Project**:** NTPC-KSTPP Project.

Role: Electrical Engineer — Electrical Maintenance & Ops.

Description: This Project involves Operation and Maintenance of Electrical machines of the all the units of the Powerplant at KSTPP Project KORBA MADHYA PRADESH INDIA. Responsible for end -to-end operations and maintenance of all the units in plant.

Date: Signature.

Place: (PRASAD P)