***Shrikanth Achar Bala***

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# 40, 2nd Cross Paradise Colony

Puttenahally JP Nagar 7th Phase

Bangalore – 560 078

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***Educational Qualification:*** DNIIT (3 years Graduation) NIIT Bangalore

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***Skill Set: 14 years’ Experience in Software Configuration Management and DevOps covering Build/Release and Deployment Management. Experienced in various aspects of SCM like Version Control Administration, Build Management, Deployment and Release Management and DevOps.***

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***SCM tools:*** VSS, WinCVS, SVN, PVCS, Clear Case, Team Foundation Server 2008-2012,MKS (Mortice Kern Systems), SVN, Teamsite, Open deploy and Control Hub

***Build tools:*** Hudson, MS build, Jenkins

**Deployment tools:** Nolio

***Domain Worked:*** *Telecom, Banking, Retail and Higher Education*

***Operating System:*** *Windows, Windows NT, Windows Server, UNIX, Linux & VMS*

***Methodology:*** *Agile Scrum, Waterfall, ITIL and CMMI level 3*

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***Experience:***

Working as ***Senior Release Manager in InfoTech Global India Pvt limited*** from **April 2019** till **September 2019** (Ref:[www.healthec.com](http://www.healthec.com) )

***Project Description:*** *Population Health Management Suite**Product development in* Medical Insurance domain supporting US based clients.

***Job Description:***

* Complete Ownership and accountability of the Application being deployed to QA, SIT, UAT Production and DR Sites for 40 Clients in US.
* Define process for the release management, which include release planning, release calendar and prepare release matrix for all the application.
* Working with Development and Deployment teams for scoping, prioritization, and scheduling of changes to pre-production and production environments.
* Planning and executing Major and Minor releases, tracking and communicating progress and issues/risks to leadership teams and stake holders.
* Managing and mitigating risks that may affect scope, schedule, or production stability and Conduct Release Readiness, Milestones, Go No Go and Release Retrospectives.
* Working with Change Management to ensure development teams complete required release and change deliverables to ensure SDLC deliverables are completed.
* Supporting deployments over-night and on weekends and Facilitating transition of release contents into Production Support/Application teams.
* Coordinating with other Project Managers, Internal and External Stakeholders.
* Build and Release team management for daily tasks, Quarterly & year review on the Performance.
* Interact with IT Team for deployment and addressing IT related challenges to closure and delivery.
* Weekly and Monthly report dashboard to be presented to the Governance team.
* Trouble shooting Build and Deployment errors and follow up with Development team for closure.

***Experience:***

Worked as ***SME-Tools (Release Manager) in Microland India Private Limited*** from **March 2017** till **March 2019** (Ref:[www.microland.com](http://www.microland.com) )

***Project Description:*** Supporting our US based banking client in deploying various application of their main product portfolio into various environments.

***Job Description:***

* Single point of contact for various services on Deployments and Releases for the customer.
* Conducting CSAT Survey on the services with the customer.
* Participation in Customer CAB Meetings and Release Meetings.
* Change Request Tickets assignment and Management within the team using Service Now.
* KRA Definition and Quarterly Review for 4 team members and responsible for their appraisal.
* Handle escalation and provide Service improvement plans.
* Guide and provide consultations to the team in execution of various deployments and releases.
* Weekly and Monthly report to the Governance Team both to the organization and customer.
* Documentation review, Feedback and approval.
* Risk analysis on the various releases and provide resolution.
* Process definition and Implementation on the Project.
* Deploying on Unix and Linux based system, SQL, SSIS, SSRS and Informatica.
* Production and DR release coordination with the customer Release management team.
* Service Presentations to the new customers.
* Knowledge on Service Now tool.
* Knowledge on Change Request, Incidents and Problem Management.

***Experience:***

Worked as ***Release and Deployment Manager*** in ***Eurofins IT Solutions Limited*** from **July 2014** till **August 2015** (Ref: [www.](http://www./)eurofins.in)

***Project Description:*** The Application is based on Health Care Domain which is basically an application to test Milk and its products

***Job Description:***

* Complete Ownership and accountability of Build and Release Management from start of the project to the delivery to the customer
* Agile methodology of Release Management implementation
* ITIL method of Process Implementation
* Define and implement the Release Management process as per the company SQAO policy to the project and track the changes
* Measure and monitor progress to ensure application releases are delivered on time and within budget, and that they meet or exceed expectations
* Manage risks and resolves issues that affect release scope, schedule and quality
* Communicate all key project plans, commitments, and changes including requirements, QA plans, schedule, and scope changes
* Conduct Release Readiness reviews, Milestone Reviews, and Business Go/No-Go reviews
* Produce Deployment, Run Books and Implementation Plans
* Weekly Release Reporting and Communicate release details and schedules to the Business as required
* Negotiate, plan and manage all release activities and Work with release engineers to understand impacts of branches and code merges
* Maintains the release schedule for all core services and ensure alignment across key partners and vendors.
* Manage relationships and coordinate work between different teams at different locations
* Act as a shadow to the Project Manager in traceability of Releases migrating from lower environment to Production
* Documentation of the Release management process like Release Planning, Implementation Design, RACI Matrix, Build and Deployment Guidelines, Release Notes, Install guides, Software and Hardware requirements, Approval process and Delivery Channels
* Training of Release Management to the team and new joiners
* Participate in Audit Programs conducted from the company on the process defined and adhered
* Guidance on the Automation of Build and Deployments
* Lead and co-ordinate the Go-Live activities including the execution of the deployment Plans and checklists.
* Participate in CAB meetings to discuss release scope and/or roadblocks
* Maintains a release repository and manages key information such as build and release procedures, dependencies, and notification lists
* Communication to the Product owners and stakeholders of the company on all the releases and roadmaps
* Sprint Release Planning ownership and roadmap creation for the Project
* Interaction with different teams in the organization for Hardware and software requirements
* Part of Scrum of Scrum teams to discuss daily progress and status of the Project
* Responsible for the Resource Management on Appraisal of Build Engineers in the Project
* Researches new software development and configuration management methodologies and technologies and analyzes their application to current configuration management needs
* Participation in CMMI Level 3 certification for the Organizational Goals and Continually work towards making improvements in the release process

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***Experience:***

Worked for 4.4 years as ***Principal Software Engineer and Principal System Engineer***  in ***TESCO Hindustan Services Private Limited*** from **February 2010** till **June 2014** (Ref: [www.tescohsc.com](http://www.tescohsc.com/))

***Project Description:*** The Application is based on Retail Domain which is basically e shopping of retail commodities in UK and other parts of the world.

***Job Description: Principal Software Engineer***

* Release management of 26 Streams of projects for the UK’s largest website and world’s largest online grocery shopping site including ATG, Tibco, OMS, PIM , PDQ
* Agile methodology of Release Management Implementation
* Participating in the daily PMO call to take decision on the various types of releases
* Scrutiny of Request for change in terms of Naming convention, contents, Dependencies and instructions
* Release Calendar planning and Base lining the plans.
* Experience of facilitating CAB and CCB meetings
* Daily meeting with Leads and Stakeholders on the various types of defect, Epics and Stories.
* Decision in making Process documentation and Release workflow for the entire streams of application
* Frequent Audit process implementation to check the Release Process Adherence
* Implemented process improvements such as implementation plan sign off and post deployment retrospectives
* Approval authority of various changes going into Preproduction and Production
* Bridging various teams for smooth interaction and product flow to the Customer
* Request for Change Process implementation and tracking procedure ownership
* Internal Version Control Management within projects and Access controls
* Responsible for planning of various Branching and Merging Strategies.
* Responsible for creating and ensuring all team sign off implementation plans prior to pre prod and prod deployments
* Experience of analyzing change records to determining any trends
* Responsible for producing regular change management reports for directors/senior managers
* Responsible for Release Management backlog items
* Responsible for recruitment both onshore and offshore

***Job Description: Principal Systems Engineer***

* Onsite Visit twice to United Kingdom for Deployment and Release Management transition
* Responsible for an average of 100 deployments per week across test and live environments
* Deploying of Application on the various Servers which includes Test Servers, Production and Live servers
* Automation of Deployment Activities using Control Hub & NOLIO
* Smoke test & Sanity testing of Deployed Application
* Patch release deployment on LIVE Servers
* Troubleshooting deployment issues on all servers
* Release Management Activities which includes release of products to stores and various customers
* LIVE Release planning for Application, Pre and Post Release support
* Complete TFS Administration and Support to 1800 users
* Release Leading role & complete ownership for production releases
* Training of Software Configuration Management Concepts, Build and Release
* Team site Administration and support version 6X and 7X.
* Creating workflow and jobs for project to deploy to test and production environment
* Configuration Management consultation to different Projects
* Participate in the inter CM audit of project and reporting the status to management
* Process Study and implement best practices for Release Management and documentation process
* Interact with Quality Analyst in the team to improve the overall working of the process

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***Experience:***

Worked for 1.1 year as ***Senior*** ***Engineer-Build and Release*** *in* ***Sungard Technologies Services*** from ***January 2009*** *to* ***February 2010*** (Ref: [**www.sungard.com**](http://www.sungard.com/))

***Project Description:*** The Application is based on Higher Education Domain using Oracle Forms as User interface and Oracle 11 G as Database. The other types of programming language used are Dbprocs, Pro C, Java, Views. The team size is 35

***Job Description:***

* Visit to Onsite to Malvern, PA for Build and Release transition
* Build process implementation of various code from MKS for the build and release activities
* Defect Tracking Management using Seibel
* Porting of builds on Unix, VMS and Windows NT platforms for system test
* Access Control on the Configuration Management tool
* Uploading of various releases to the Download Center
* Refreshing of changes on the code to both Release builds and System Tests
* Smoke test of the builds deployed on various environments
* Trouble shoot of Configuration Management tools
* Training on build process and methods to developers and new comers

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***Experience:***

Worked for ***2.1 years*** as ***Senior*** ***Engineer-Configuration Management in PSI Data System Private Ltd Bangalore*** *(An Aditya Birla Group Company)*from ***December 2006 to January 2009*** (Ref: [**www.psi.adityabirla.com**](http://www.psi.adityabirla.com/))

***Project Description:*** The Application is based on Retail Domain using Java, JS and JSP as User interface and Oracle 10G as Database. The deployment was happening in Web sphere and Apache Tomcat . The team size is 40

***Job Description:***

• ***Software Configuration Management in charge of the project:***

* Planning and Implementation of Configuration Management process to support 40 team members including Project Manager, Technical Lead, Project Leads, Quality Authority and Test lead. Preparation of Configuration Management Plan (CMP) for a project and base lining of various Configuration Items from time to time according to the CMP. Participation in project documents preparation, Change Control Board, Reviews and Audits throughout the project development cycle
* Merging of files into main branch from various team members. Streamline comments for each check in with proper documentation. Keep track of check in happening on daily basis with user details and other logs
* Daily builds which involves latest code checkout, build executables and tag the set for versioned files for easy tracking. Final production builds preparation during release time
* Build deployment activities of the application in TOMCAT and WEBSPHERE environment into working environment using Linux operating system. Trouble shooting of the same
* Day to Day support to team with respect to CVS usage and trouble shooting of problems arising during check in, check out and merging process
* Overall responsible for making the build to be deployed, working in good condition and troubleshoots of Deployed Application
* Keep track of bugs in the defect tracking system and analyzing the various data for release documentations
* Complete Release Documentation preparation and support to client in deploying the production builds. Technical Release Notes preparation and releasing production builds to the customer.
* Support with various reports and data for quality analysis to the quality team and testing team

***Responsibility Snippets:***

* Check Out latest code from the Version control tool and run build scripts for

compiling Java, JS and JSP files

* Tagging the set of compiled code for daily code drop for recognition
* Check for circular dependencies of each module of code for successful Build
* Troubleshoot to the best of self-ability for the compilation errors.
* Track the root cause of compilation error and inform respective developer on the same
* Deploy the build in Web sphere atmosphere.
* Smoke test of the build
* Defect Tracking System for Bugs fixed in the current build and process the same to towards the testing team
* Troubleshoot the Deployment issues
* Train the New joiners with the Concept of Software Configuration Management Concepts, Version Control Tool, Best Practices, Dos and Don’ts.
* Adhere to the process defined and document the complete process for future

References. Document Case studies of various scenarios which come across

and share it with the team and Quality Team

* Support the Development team and Testing team with respect to configuration management process and implementation
* Support to the test head in preparing the Technical Release Notes and various reports supporting the same.
* Streamlining of process defined and various new process implementation which helps in delivering quality product
* Supporting Testing team in Testing of application
* Interaction with Clients on various disturbances which might occur in the daily

activities of software development and access related to the Version control

tool for the developers

* Preparation of Configuration Management Plan and Baseline artifacts

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***Experience:***

Worked for ***2.3 years*** as ***Associate - Configuration Management Officer*** *in* ***Huawei Technologies India Private Limited,*** a CMMI 5 level R & D Center in Bangalore (China Based Telecom Software Development Company) from ***June 2004 till September 2006*** (Ref: [**www.huawei.com**](http://www.huawei.com/))

***Job Description:***

* ***Visual Source Safe*** Admin and Client Administration. Creation of New user accounts
* Trouble shooting of Configuration tool.
* Rational Clear Case Admin and client Administration(Three months experience)
* Responsible for handling all the Configuration Management activities for 8 different projects under 8 Project managers and a team size of 150
* Install shield development
* Responsible for supporting 145 team members of different projects with respect to Configuration tools and Configuration Management.
* In charge for the VSS database setup and initial activities of the database. Creation of new project and access related controls on the database to the users
* Check out and check in of Configuration items ,Code ,Branching , sharing , merging of different versions of code
* Defect Status management through Defect tracking System for all the projects
* Supporting Quality representative with various reports and status of the projects and project flow
* Base lining of documents and code, labeling of the same for different versions
* Controlling Information Security and managing the secrecy of the product details and code
* Interacting with PM and other team members during the development and supporting them in managing the configuration tool
* Participating in the build and release of different versions of the product to different customers
* Transferring of release to the customer in Head quarters
* Training of the Configuration Management to the new joiners and supporting them in using the tools and various workflows
* Describing & Preparing the Configuration Management Plan for each project and product
* Servers, Lab, maintenance.
* Data backup activities and verifications of the same
* Participation in periodic audits on projects with respect to information security and processes
* Windows Security and Sharing activities and Information security management for all the projects
* Participation of Project planning, requirement analysis

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***Experience:***

Worked for ***1.1 years*** as Customer ***Service Executive - Customer First Service Pvt Ltd,*** *in* ***Wipro InfoTech*** Project from ***May 2003 to June 2004***

(Ref: [**www.customerfirstservices.net**](http://www.customerfirstservices.net/))