David Anish

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Seasoned Product Management and ITIL Service Management / Operations professional knowledgeable in theoretical and practical ITIL V3 processes and procedures focusing in finance, global banking, electronic-brokering/trading, global mass-marketing, pharmaceutical and e-Commerce markets.

Capacity to lead and deliver:

- PMO / Program, Product/Vendor Management activities, meet milestones, manage deliverables, coordinate RFPs, sourcing, SOWs, and facilitate with vendor/3rd parties.
- Develop and deploy vendor management techniques to source, procure, contract, onboard, report and govern.
- Background in SDLC and PM Principles (Project Planning, Project Requirements, Project Estimating, Resource Management, Scheduling and Controlling, Facilitation, Risk Management, Procurement, Reporting Status and Change Management).
- Completed 30+ Infrastructure and business projects, facilitating PMBOK best practices using Agile/Waterfall methodologies, exercise fine-tuned soft-skills; able to lead, communicate, negotiate, problem-solve and influence in functional, matrix and projectized organizations.
- Strategy, design, transform, and govern ITSM/ITIL methodologies, respective processes, and workflows to align / comply with senior management strategy and IT, to meet financial goals and compliance.
- Expertise in ITIL tools using best practices, logical reasoning, business/IT process and procedural improvements.
- ITSM ticketing tools - knowledgeable of numerous on-premise/cloud systems, diverse Production Support (PS) infrastructure.
- Techniques to identify risk, e.g. single points of failure, bottlenecks, latency. Use data mining to review trends and to raise awareness to management. Develop service improvement plans and methods to eradicate risk.
- Act as ambassador for IT, working with stakeholders to provide effective communication on IT matters and build relationships with other teams to ensure effective dialogue between departments during project lifecycle.
- Demonstrate hands on tools experience with multiple integration implementations of ITSM, Financial and SecOps applications.
- Continuously seek methods to improve customer/user experience.
- Communicate with all levels of the business, in technical/non-technical terms, understand business requirements, scope of work and provide suitable solutions.
- Design and implement client scripts, business rules, workflows, and otherwise configure or modify applications.
- Collaborate with stakeholders to track, prioritize, and implement enhancement, change requests.
- Coordinate and perform application upgrades in partnership with vendors and stakeholders.
- Test applications and enhancements to ensure zero defects, using HP Quality Center.
- Develop and maintain process, procedural, governance documents relating to the management of the platforms.

Certification:

ITIL V3 Foundation Certificate in IT Service Management

Education:

Masters of Science in Management Information Systems, Boston University Graduate School of Management, 1993
Bachelors of Science in Computer Electrical Engineering, Rutgers University College of Engineering, 1991

Senior IT Project Manager

Warner Music Group, Sept 2020 to Present
- Lead and manage all phases of M&A projects using SmartSheet Agile/Waterfall, migrate on-prem AWS for security, data and business applications, integrate Box and GitHub Enterprise, transition from GSuite/Gmail to O365, document Policy, Process & Governance to align to WMG security & standards.
- Budget and Vendor management, S/W and H/W procurement, host weekly calls to meet milestones and deliver.

Senior Technical Product Manager for Strategic Accounts

InvestCloud, Feb 2020 to Aug 2020
- Lead client-driven projects to build cloud-based financial digital software platform solutions for independent wealth management advisor market.
- Design and deploy new on-boarding/advisor/investor model using a cloud-based business intelligence product for financial industry (front and backend).
- Manage all PM phases – use Smartsheet Agile/Waterfall to plan, design, develop, QA test, and implement- which included infrastructure, APIs, integration with CRMs, e.g. MS Dynamics and secure banking tools, e.g. Plaid.

PMO / Infrastructure Product Manager

MIO Partners, Feb 2019 to Nov 2019
- Stand up and lead PMO, focused on Infrastructure- Data Center migration, Windows 10 migration, Office 365 upgrade, SQL 2017, JIRA/AWS/Azure upgrades, and security (software and hardware) upgrades for resiliency, scalability, redundancy and to reduce footprint, administrative overhead and YOY costs.
- Plan and deliver multiple WBS activities using Smartsheet Agile/Waterfall, weekly dashboards, scorecards, metrics, liaison to 200+ MIO personnel, <10MM budgets.
- Use Vendor Management best practices, locate 3rd party/SMEs, RFP, coordinate with AP/AR.
- Manage daily issues, mitigate risks and deliver projects to fulfill business deadlines across all MIO teams.

Change Manager

MUB, May 2018 to Jan 2019
- Provide PMO/PM services- plan and deliver WBS activities using MS Project Agile/Waterfall, manage milestones, dependencies, resource effort, timeline and budget of multiple work streams, liaison to 200+ Bank/Branch personnel,<1 MM budgets for Americas Risk Management Change Office (OCRO).
- Manage issues, risks and execute mitigation and resolution plans. Main and host weekly, monthly calls, reports to Risk teams, stakeholders and senior management.

Senior ITSM Project Manager

MUB, Apr 2016 to May 2018
- Provided PMO and consultancy services, adhering to Target Operational Model- plan/deliver WBS activities using MS Project Agile/Waterfall, manage milestones, dependencies, effort, timeline and budget for multiple work streams, liaison to 200+ Bank/Branch personnel,+15MM budgets.
- Manage issues, mitigate risks and assess approach/plans. Maintain daily issues and risk management logs.
- Manage 3rd party RFPs, Third Party Risk Management, Sourcing / Statements of Work, contract review/negotiation, and oversee vendor resources.
- Provide subject matter expertise in ITAM, ITSM (Problem, Incident, Event, Change) & Knowledge processes and enabling technology (HP Service Manager).
- Maintain WBS using Agile/Waterfall, report on progress of activities to stakeholders and at scheduled project / work stream and ad-hoc reviews and meetings.

Prepare all artifacts and documents for key quality gateways (Waterfall methodology) using ePLC standards and provide quality daily, weekly deliverables that stand up to client requirements and PMO quality scrutiny

Senior Control Manager for Americas Region
HSBC, Sep 2013 to Sep 2015
- Manage the Americas Controller team within Global Banking and Market (GB&M) Production Support (PS) organization to govern ITIL methodologies to align to Executive Committee strategy and policy.
- Liaise with 400+ global Production Support members (Canada, USA, MEX and Brazil), including Level3/Change The Bank teams to provide SR, IN and PR training and governance.
- Act as de facto process owner for IN, SR, Event, PR, known error and knowledge management.
- Responsible to identify and drive continuous improvement initiatives.
- Support GB&M Equities, Fixed Income, Utilities, Treats, Futures, Collateral, OTC Clearing, Finance, Regulatory, and Foreign Exchange, who use FIX v4.4 via monitors (Tradescope, MagniFIX, Geneos, Netscout) to support FIX connectivity/routing, to process ~10k messages/sec.
- Design, collaborate to formulate KPIs and OLAs and train PS' Level 1/2 support teams to measure and quantify productivity and efficiency gains introduced due to a global control-management team.
- Produce quality dashboards and Service Management reports using Data Warehouse for PSMs and executives.

ITIL Professional Services Consultant
FMX Solutions, Mar 2013 to Sep 2013
- Manage IT projects that involve the implementation of EasyVista, participate in promotion and sales of FMX Solutions' products and services to North America markets.
- Provide strategy, design and implementation services related to the specifications, installation, configuration, administration, testing, training and support of ITSM-ITAM software application (EasyVista).
- Act as Project Manager- managing expectations, timelines, deliverables and budget.
- Dispense sales and presales support- detect new opportunities, coordinate presentations, participate and prepare reports/databases, developing proposals and cost estimates.

ITIL Subject Matter Expert PM
USEReady for Align.com, Oct 2012 to Feb 2013
- Act as an ITIL Subject Matter Expert on multiple projects in NYC, NY using MS Project Waterfall to architect, strategize and document the business impact (BIA), contingency and disaster recovery for clients' Infrastructure Systems, mission critical enterprise Applications, Networks and Security systems.
- Perform IT Service Management (ITSM) process, data, and systems analysis and improvements.
- Develop quality process, procedure, and communication documentation relevant to all ITSM processes.
- Provide subject matter expertise in all areas related to ITIL and ITSM with specific experience in Incident, Problem, Change, Release, Asset and Configuration Management, Business Continuity and Disaster Recovery.

Global Incident & Problem Manager
Experian / Cheetahmail, Jul 2011 to Aug 2012
- Act as Incident and Problem Manager to support Infrastructure Systems, Enterprise Applications, Networks and Security on a 24x7 basis, focused primarily on restoring service during production outages, service degradations and unintended service interruptions. Conduct incident post mortem and post implementation reviews.
- Review, analyze and revise engineering system processes and process documentation, document post-mortems for high priority incidents with focus on gap analysis, process improvement as well as technical resolution.
- Create and oversee RFC (Change) requests, oversee Release/Deployments.
- Liaise with Change, Release, Config, Dev and other tech teams to coordinate triage, resolutions and IM reporting.
- Document, revise and socialize IM, SLA, SR, Production Acceptance and PM guidelines.

US Incident Operations Manager
MedImmune, LLC., Apr 2011 to Jul 2011
- Responsible for participating and overseeing the Incident Management process for IT Service Delivery (for Infrastructure Systems and enterprise applications) on a 24x7 basis, focused primarily on restoring service when production outages occur.
- Provide full support, ensuring that all incident and problem management issues are followed through successfully by liaising with L3/vendors, ensure incidents are managed through to completion and resolved in a timely manner.
- Liaise with Service Desk, Change, Asset and Configuration IT teams, Engineering, Infrastructure, Application, Project, Facilities and 3rd party support vendors.

Global Application / Release Operations Manager
KPMG International Headquarters, Aug 2010 to Mar 2011
- Act as an ITIL Applications Operations/Support Manager to support and monitor client's global application on a 24x7 basis.Manage 25+ PS, 4+ QA, 10+ development on/offshore resources.
- Provide Application Development and Support – run daily Incident, Problem, and Release meetings complying with ITIL practices.
- Provide Service Delivery – use strategy, design and deploy best practice to support processes, workflows and CMDB.
- Provide Availability and Incident Management – KPIs, KRIs, reporting and escalation/crisis management.

Technical Operations Manager
Tullett Prebon, Jun 2008 to May 2009
- ITIL Technical Operations Manager, to manage and monitor TP's global equity and commodity voice and e-broking markets, financial trading systems and support staff on a 24x5 basis.
- Provide Application and Infrastructure support services to internal and external clients 24x5, support 100+ global clients. Periodic reviews of Incidents, Changes, Configuration and Release Management
- Manage 24+ service improvement projects collaborating with IT heads, Customer Service and 3rd party vendors.
- Provide technical support and direction regarding technologies in crisis, single points of failure, faulty or misguided operational standards or monitoring lapses, failed OLAs and/or SLAs, and areas for process and staff improvements.

Senior IT Consultant
Capgemini US, Dec 2007 to Apr 2008
- IT Project Manager / Senior IT Consultant to propose and document Enterprise IT Architecture guidelines to build, implement and support web portals.

Senior ITIL Incident and Problem Operations IT Consultant
Merrill Lynch & Co. on behalf of Genesis10, Jan 2007 to Oct 2007
- Senior ITIL Incident and Problem IT Operations consultant using ITIL and SOX compliance guidelines.
- Deliver problem reports using RCA that impact US, UK, India and Singapore regions.

Software: SmartSheet, MSPS, HP Service Manager, RTC, EasyVista, Orion/Solarwinds, Nagios, Argent Guardian, HP Openview, Quest Foglight, Compaq/HP Insight Manager 4.x, ILO, NetIQ, Keynote, Gomez, BMC Patrol, ITRS/Geneos, WebLogic, Control-SA, GIT, CVS, CheckPoint VPN-1/Firewall-1, Big-IP F5, REMEDY, JIRA, CA Service Desk Manager, Clarity, SharePoint, SQL Server, Veritas Backup, Symantec Software, VNC Viewer, MS Exchange, Trend Micro, AntiVirus Software, Blackberry Enterprise Server.

Hardware:HP ProLiant Servers, Workstations and Elitebooks, Dell PowerEdge, NAS, SAN, EMC Celerra, Symmetrix, F5, NetContinuum, Cisco Routers, Cisco/3Com Switches, VPN, Packeteer, Barracuda.

O/S: MS Windows 2k/2/6 Server, WinX, Cisco, HP UNIX, VMWare, Linux RedHat, SunOS, Solaris, AIX.