SANDEEP RAJKUMAR

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- **Total 19 years** of experience in **IT**, **10 Years** of experience in Project Management ,Project Management Incident Management, Vendor Management, Change Management, Conflict Resolution, Stakeholder Management,Planning,Resource Management, Risk management,Financialmanagement,Schedule management, stakeholder management, 3rd party partner management, & Problem Management .
- **Project Management** experience in Data Center Consolidation, **ITIL**, Disaster Recovery / Business Continuity, Infrastructure setup and design, Virtualization and Vendor Management.
- Project Manager experience in Mortgage**,** Health Care, Infrastructure, Technology, Government Contracts.
- Have **6** years' experience with Tools, UNIX servers and various versions of Unix OS**.** Have excellent experience in both System and Networking troubleshooting. Strong in System Hardware (Troubleshooting, Diagnostics, Device addition/alteration, new device installation) software and security.
- Experience in system integration of both **COTS** and in-house financial applications .Project management experience in the discovery, mitigation and remediation of Sarbanes-Oxley (**SOX**) infractions. Held senior-level technical or managerial positions for the past **6** years.
- Comprehensive knowledge of Software Development Life Cycle (**SDLC**), having thorough understanding of various phases like Requirements, Analysis/Design, Development and Testing.
- Skills and ability to work effectively with technical teammates in order to translate business requirements into an effective technical solution and serve as an effective communication channel between the key IT personnel and business contacts.
- Experience working with remote IT and business clients. Knowledge of IT industry trends and technologies.
- Excellent Team player to work in conjunction with other testers, developers and other team members in validation and testing complex scenarios and projects and in the maintenance of Quality Standards in Projects.
- Seasoned professional, with outstanding **project planning, execution, monitoring and resource** balancing skills with ability to support multiple simultaneous projects in a matrix organizational structure.
- Excel at communicating with stakeholders to provide **accurate reporting** and information regarding the ongoing projects and initiatives.
- Experienced in **coordinating, negotiating and motivating** outside vendors and off-shore resources in support of time line and IT project deliverables.
- Effectively **training, motivating and mentoring** onsite and offshore junior managers, engineers, developers and technicians.
- Superior coordination of user acceptance testing of final **IT infrastructure and software development deliverables** through iterative evolutions.
- Experience of MS Azure IaaS services, Security & Identity services and PaaS.
- Allocating resources, shapes priorities, coordinates interactions with Business Partners and users, and generally keeps the project team focused on the right goal.
- Establishing a set of practices that ensure the integrity and quality of project artifacts. Develops and manages release plan.
- Managed numerous teams of Windows and UNIX system administrators and Help Desk personnel.

Certification: Microsoft Azure Fundamentals
                           PMI – PMP Project Management Professional
                           CSM - Certified Scrum Master
                           ITIL V3 Foundation

Educational Qualification:
                           Post Graduate Diploma in Business Management
                           Post Graduate Diploma in Computer Application
                           Bachelor of Engineering

Technical Skills

Operating Systems	Windows , UNIX, SUN Solaris, AIX , Linux , HP-UX
Programming Languages	SQL, C, C++
Databases	MS Access, SQL Server, MySQL, SQL+ ,DB2, Oracle 11
Workflow Tools	MS Office, MS Project, MS Visio
Tracking Tools	IBM ClearQuest , BMC Remedy
Reporting and BI Tools	Oracle SOA ,BOXI ,BMC Analytics, BMC Dashboard , Micro Strategy, Service Now,SSRS
Cloud	Azure

Professional Experience:

Freddie Mac, VA, USA   **Oct'13 to Till Date**

Worked with Senior Management in **PMO** to manage and supervise business / technical team, managed technology, and production to meet clients' needs and deadlines. Managed and delivered several projects, several of them were enterprise-size, on time, on budget, with highest quality and high level of customer satisfaction. . Leading a team of 15 resources for projects which includes PM's, BA, Developers and College Hires.

Program Manager (IT)

- Acts as liaison between Freddie Mac's Investments and Capital Markets (I&CM) business unit and TCM to ensure projects implemented in the Production and are SOX compliant, deployed and tested in the test environments and transitioned smoothly into production environments
- Gather project requirements for new projects; reviews and analyzes proposed technical architectures and hardware and software requirements for accuracy and completeness; submits hardware and software requests based on project requirements to obtain project test environments
- Create project specific technical documentation, such as build plans, deployment plans, and environment strategy documents in preparation for production deployment of the project application
- Experience in MS Azure IaaS services (i.e. Compute, networking, databases, storage, backup and archive, DR, security, monitoring, etc.).
- Experience in MS Azure Security & Identity services (i.e. Azure Active Directory, Domain Services, Azure Security Center, Azure Governance,).
- Implemented $140 million project for moving Desk phone to Soft phone and $200 million project for Data Center consolidation and DR site creation. Worked on other several projects of high cost and importance.
- Manages a portfolio of projects according to the Software Development Life Cycle (SDLC) within organization according to budget, timelines, milestones, and work products.
- Utilizes Agile project management techniques to efficiently deliver projects within budget with all requisite features and functionality on schedule.
- Directs a multi-disciplinary team of technical staff and researchers within a matrix organization, monitoring and ensuring functional organizations complete milestones according to budgets and schedules.
- Participates in change control (CCB, ECCB, reviewing configuration change requests).
- Ensured smooth and efficient implementation of production changes in stable environments thereby minimizing the effects of releases and other production changes on service levels.
- Experience & knowledge of Software Release management process and change requests management. Worked and documented the Change Control process/Board
- Manage and communicate risks, dependencies, resource needs, reporting, schedule, changes, approvals, and progress to program directors, executives, upper management, and stakeholders
- Experience with Incident Management, Major Incident Management, Change Management & Problem Management

- Responsible for translating project requirements into infrastructure environment requests for the development (DEV), systems integration testing (SIT) ,user acceptance testing (UAT) environment and production (PROD) along with manpower requirements for the life of the project
- Experience working on large, complex, or enterprise projects in a corporate environment.
- Experience directing and managing the work of other analysts, coaching and mentoring other analysts in the requirements discipline and best practices.
- Strong analytical and problem solving skills. Ability to work independently on assigned tasks. Solid communication, presentation, and authoring skills. Solid interpersonal and relationship building skills that enable cross-functional partnerships. Experience working with remote IT and business clients. Knowledge of IT industry trends and technologies.
- Allocating resources, shapes priorities, coordinates interactions with Business Partners and users, and generally keeps the project team focused on the right goal.
- Established a set of practices that ensure the integrity and quality of project artifacts.
- Develops and manages release plan.Responsible for scope, schedule, budget and quality of release.
- Manage release issues and risks. Responsible for day-to-day planning, management and control of the project.
- Worked on release management lifecycle including scheduling, coordinating, and managing releases across the enterprise for multiple applications. These releases include application updates, operating system patches, security improvements, and hardware upgrades.
- Working with the Project Sponsor to negotiate any occurrence of change.
- Ensuring that Developers do not assume application security administration or management duties.
- Guide all teams through full product lifecycles and provide technical guidance and assistance as needed.
- Manage scope, effort / cost, schedule, and quality, while continuously identifying and mitigating underlying risks.
- Collaborate with stakeholders to elicit and review Requirements and Design.
- Oversee development, test, deployment, and support. Communicate status with stakeholders, and resolve issues in a timely manner.
- Design, document, and deliver an ITIL based Change and Release management process to support a large infrastructure project.
- Management and customers are sufficiently informed as to schedule, impact and cost of changes.
- Ensured smooth and efficient implementation of production changes in stable environments thereby minimizing the effects of releases and other production changes on service levels.
- Experience & knowledge of Software Release management process and change requests management. Worked and documented the Change Control process/Board.
- Worked on implementing processes and procedures based on industry standard Information Technology Infrastructure Library (ITIL)
- Partner with other leaders across the organization and champion the day-to-day operation, continuous improvement and governance of the lifecycle of IT Service Management.
- Worked as ITSM Manager responsible for the deployment and evangelization of IT Service Management and its related processes: Incident management, Request Fulfillment, Problem Management, Configuration Management, Change Management, and Knowledge Management.

Freddie Mac, VA, USA   **Jan '10 to Sept '13**
Project Manager Infrastructure

Responsible for supporting a group of Project Managers, developers, testers and clients support and management of various teams in Freddie Mac.

Computer Troubleshooters   **Aug'04 to Dec'10**

Worked with Company's Other Program Managers, Directors in **PMO** to manage and supervise business, technical team, managed technology, and production to meet clients' needs and deadlines. Supervised, Managed and delivered several projects. Lead a team of 20 resources for projects.

System Administrator / Project Manager

- Collaborate with management and cross-functional leaders to ensure the overall success of multiple projects, forming close working partnerships with internal department directors.
- Take ownership over the delivery of your product areas, ensuring ongoing success of iterative releases. Proactively plan for growth, take action to clear obstacles, identify issues or opportunities and implement solutions and plans.
- Capture ideas and identify improvement areas, turn into functional requirements, prioritize, and work with both engineering, product and design teams to execute.
- Developed, implemented, and evaluated IT projects in line with organizational objectives.
- Managed all migration plans and wave event planning (i.e., run books, execution plans)
- Managed the process with an deep understanding of risk mitigation and chain of custody for physical servers
- Building and maintaining relationships with external advisors and vendors.
- Identify and analyze data, organizational and process impacts for internal stakeholders affected by change
- Worked on complex issues where analysis of situations or data requires an in-depth evaluation of variable factors.
- Developed communications and other deliverables to project timeline and ensure broad awareness among impacted teammates.
- Determine methods and procedures on new assignments, and coordinate activities with/for other team members.
- Conduct surveys, interviews, and perform analysis on results to determine effectiveness of change management efforts.
- Contributed to enhancing the existing change management program by using and refining portfolio of internal change management tools and leveraging external tools.
- Proven leadership with ability to lead multiple teams configurations in a fast-paced multi-disciplinary environment
- Identify and resolve critical issues ,Investigate and resolve escalated issues
- Consult senior-level stakeholders across the entire organization to identify business and technology needs and to optimize the use of information technology
- Ensure smooth delivery and operation of IT services by monitoring systems performance
- Create processes and standards for selection, implementation, and support of systems
- Supervise the development of the Project Plan. Obtain management approvals. Managing the successful Completion of project objectives.
- Track, manage and reporting project progress. Manage the project team, resources, supporting Processes, contractors and vendors.
- Assess new innovative technologies, mission critical systems, security, communications and business Continuity.
- Work with government and funder clients to discuss and manage the roadmap, timelines, scope, and Long-term vision of the program

System Administrator - Senior   **May'01 to Jul'2004**

2 years' Experience as **System Administrator - Senior** in different organization like **CGI-AMS, IBM, ISS Group, BSEL, VMC Software** to support a group of developers, testers and clients. Responsibilities included the configuration support and management of various operating systems running on UNIX / Windows machines.

Environment: Sun E 220 R/450/3000/4500, Netra t1/AC 200/1025/1400/ft1800, HP 9000,RS/6000,Ultra 5, x86-PC, Cisco Router 2600,A1000/D1000, Brocade SilkWorm 2400, Solaris 2.4/2.5/2.6/2.7/8/9/10 , AIX 4.x/5.x, Windows 2000/2003, Window NT 4.0,Veritas Volume Manager ,Oracle9i , MS SQL 2000 Server , WebLogic Server, TAM (Tivoli Access Manager) , Web Methods ,Tomcat, Checkpoint Firewall ,Siebel, Microstartegy , Datastage ,Peoplesoft .

Other Certifications:

> Oracle Certified System Administrator
> Oracle Certified Network Administrator
> HP Certified System Administrator
> IBM Certified System Administrator
> BEA Certified Weblogic Administrator
> Symantec Certified NetBackup Administrator
> EMC certified professional