Mohammed Rehan Sayyed – Technical Program Manager | TESCO, Bangalore

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PROFESSIONAL SUMMARY

- **Overall 12+ years experience in Managing IT Infrastructure Programs/Projects Management on Waterfall and Agile Methodology for Major Banks & Financial Institutes**
- Qualified PMP on latest PMBOK (PMI), JIRA, SCRUM, AGILE, Waterfalls Frameworks & Methodgies
- **Expertise in BFSI (Banking, Financial Services, Insurance), Capital Market, Investment Banking Domains**
- Proficient in IT Transformation, Digitalization Business Apps, ITIL-ITSM frameworks with adhere to INFOSEC
- **Excellent Analytics & Communication, Interpersonal and strong Stakeholders management skillsets, Budget Governance the ability to work at all levels within an organization**
- People/Team Management skills with leadership values. Driven expertise in SLA and KPI Management
- **Great abilities to manage motivate and develop a team with best mentorship practices within Project Teams, Project Resource and Transition Management, IT Budget Forecasting and Governance**

PROFICIENCIES & TECHNICAL SKILL SETS

Proficient Skills	Program/Project Management, Infrastructure & Configuration Management, Service Delivery, Production Support, Capacity Management, ITIL-ITSM, Incident Management, Operations, Regulatory Reporting, Governance, IT Security, Team & People Management, Project Runner-up
Platform (OS)	Windows, Linux (Red Hat 5.x, 6.x, SUSE Linux 10), Spac_SUN_SOLARIS2.10
Database	Oracle SQL, PL/SQL, MS SQL Server 2008/14, Liquibase, Hive, DB2
Confg_Mgmt	Bitbuckets, Jenkins, Chef, Ansible, Maven, GIT, SVN, Hadoop, Dockers
Scripting / Lang.	UNIX Bash/Bourn Shell Scripting, PL/SQL developer, SAP ABAP/4
Tools	CyberArk, Kafka, Pods, Fabric ServiceNow-ITSM, JIRA, Informatica ETL, Oracle OFSAA, Netscaler, Gomez, Confluence, Splunk, Autosys, DELPHIX, Control-M, MS Project
Applications	AXIOMSL, OFSAA, ADDM-CMDB, HP SitesScope, SharePoint

PROFESSIONAL EXPERIENCES

Technical Program Manager (TPM)

TESCO Technologies – Careator, Bangalore   [Aug.2022 - Present]

- Driven end-to-end IT infrastructure and Cyber security PAM Project with multi engineering projects engagements delivery at business side, Organize/align multiple engineering and cross-functional teams for delivery and drive execution and results proactively
- Set accountability by tracking progress, resolving dependencies, identifying issues, evaluating processes and internal controls to identify gaps and risk
- Coordinating with senior management on technologies and Communicate business tracks progress with Senior Directors and Project internal/external Stakeholders
- Creates and maintain a reporting framework that provides relevant information & status of current audits, remediation of audit findings, annual audit calendar, audit plans & associated RACI matrix, audit related issues
- SME Support for Business Applications with effectively managing major incidents, ensuring stakeholder are updated with the right information to drive the correct decision with complete ownership
- Understanding technology requirement and concepts, grasp new ones from business deliveries, team mentorship and process driven strategist
- Build Positive relationships within major projects and engagement team as per technical requirements
- Play an active leadership role in the TPM guild and community at IT Infrastructure Management
- Own documentation, ensure measurable business impact and high-quality work on tight schedules
- Monitor complete progress with timeliness implementation roadmap plans and value-added services
- Sharing knowledge (Knowledge Management) within multiple teams or entire project with a medium of Presentations, WebEx, Publishing interactive documents on Confluence & SharePoint's knowledge portal
- Mentor to the team members and new joiners for project/business trainings and knowledge transformation sessions with an alignment to work accordingly on designed & developed business Run Book

Senior Consultant – Infrastructure Project Manager
CAPCO Technologies – AVIVA, Bangalore   [Apr.2022 – Aug.2022]
- Infrastructure Project management workaround initiate with Regulatory reporting's on Insurance domain with high level business requirements and strategies.
- Coordinates within business side onshore and offshore multiple teams on project orientation process engagements

IT Senior Specialist – Project Lead (Technical Project Manager)
HCL Technologies – Deutsche Bank, Bangalore – US Regulatory Reporting   [Sept.2018 – Apr.2022]
- Worked as technical track lead with managerial aspects on Project & Business side, Resource alignments, RFP ad SoW Engagements, Stands upfront and work with Sr. Management and Primary Stakeholders.
- Hands-on regular BAU deliverables with 16/5 Support on Test Environment with Best-shore teams to meet business deliverables and Communicate Senior managements with best productive response timelines
- Collaborates with the senior management in defining IT strategies for effectively implementing multiple large scale projects in compliance to project delivery schedules and other SLA parameters
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- Handling business strategist plans and manages multi-million-dollar AXIOMUS/ RCL / SRC Applications aligning business goals with technology solutions to drive process continual improvements with progressive lead-track
- Coordinates transition communication plan to ensure consistent understanding of transition progress vs. plan with all key stakeholders.
- Skilled in Business Process, Service Delivery, Requirement Analysis, INFOSEC, Operation Supports,
- Excellent communicator: leverage technical, business and financial acumen to communicate effectively with client executives and their respective teams.
- Tracking overall BAU Accountability, Agreed SLA and KPR Metrics with Service uptime and Support
- Expertise in end-to-end deliverable on TEM & TES in adhere to INFOSEC policies with maintaining IT Security awareness with respect to business and project requirements. (SDLC/ITIL-ITSM framework)
- Driving a strategic process and providing technology transformation solutions aligned as per ITIL frameworks which includes IT Service Management, Non-Production Environment transformation, Solution Definition & Infrastructure Automation, Implementation on knowledge management and IT Governance, etc.
- Ensure IT infrastructure readiness, health, availability, performance, connectivity with other interfaced platforms. Adherence to InfoSec System handles access management for multiple projects & environments
- Guidance to internal & global team from Operational level analysis, monitoring and communications
- Presenting business monthly report & governance meets with higher management & respective regulators.

IT Environment Manager (Technical Project Manager)
MITS – BNP PARIBAS (ISPL), Mumbai – IHC Regulatory Reporting   [Jan. 2017 – Sept.2018]
- Worked as an Environment Manager into IHC IT Environment Management project within BNP Paribas ISPL entity, handling multiple work streams applications OFSAA-Oracle for FED reporting analytics tool and Data Warehouse (DWH)
- Hands-on Infrastructure Management and Support with scope defined to meet project deliverables to higher managements with best productivity & quality with respective business timelines as planned accordingly.
- Driving a strategic process and providing technology transformation solutions aligned as per ITIL frameworks which includes IT Service Management, Non-Production Environment transformation, Solution Definition & Infrastructure Automation, Implementation on knowledge management and IT Governance, etc.
- Understanding business and requirements and focus on support and deliverable activities with completely lead an ownership &decision maker from Business to Stakeholder/Tech Lead/Manager ends and Global teams
- Leading into conference for Environment request raised by multiple stake holder's/project managers from business side &closely coordinate & report onsite Canada Environment Team
- Expertise in Configuration Management Database (CMDB) recorded tracks & process define methodology to build an Environment with ITSM framework structure, Maintenance, Deployments and SLA Tracks.
- Daily hands-on DELPHIX_ENGINES – JET STREAM to perform physical & virtual DB's Environment refreshes as per strategic plan for multiple projects / work steams with across to business requirements.
- From INFOSSEC side perform daily assignments on CyberArk console for periodic reports on information security violations, and recommendations for changes to security policies, standards, and procedures

Lead Consultant, Infrastructure Project Manager

GENPACT Headstrong Services – NOMURA Holdings INC, Mumbai   [Apr. 2015– Jan.2017]

- Worked as IT Senior Associate in team on designing & consulting strategic plans on business case management as per ITIL framework (Service Request, Incident & Problem Management), Efficient Resource Management, and Process Optimizations.
- Provided process and technology transformation solution in alignment with ITSM best practices which includes IT Service Management, Non-Production Environment transformation, Solution Definition & Infrastructure Automation, Implementation on knowledge management and IT Governance, etc.
- Performed hands-on on BAU activities Non-Prod Environment in Business & IT Process assessment, Configuration management, gap analysis, maturity mapping & improvements
- Handling & Maintaining Non-Production Environment planning/allocations, Build, Refresh & Reclaims.
- Performing Environment Assets Utilization and Capacity Management through an approach of Consolidating environment estate is an exercise which consists of working information of all assets, Project code, contact details, Memory analytic details, Start/End Date, physical location details, etc.
- Initiative to take complete ownership of cases till closure with depth rooted resolution/activity performed and keeps a track on requested usage for the project or release (trends) allocation details.
- Sharing knowledge (Knowledge Management) within multiple teams or entire project with a medium of Presentations, WebEx, Publishing interactive documents on Confluence & SharePoint's knowledge portal.
- Performing as a command center in case of Business-critical issues and ensure timely resolution of issue, driving IT infrastructure teams.

Genpact - SOCIETE GENERALE, Bangalore

- Lead Consultant for APS & Environment Management teams in handling daily BAU & Environment Management Task for Investment banking functionality, responsibly playing a role as an assist project manager task in absences of higher/senior level management.
- Tracking accountability of Environment &Configuration management skills with adherence to Information security system with team &organizations build-up strategy on Production & Application Support culture.
- Initiatively taking complete ownership of cases till closure with depth rooted resolution/activity performed and keeps a track on requested usage for the project or release (trends) allocation details.
- Develops and recommends strategies for growth, direction, and other enhancements by maximizing functionality of environment management system

Systems Engineer, Production/Environment Support

FIDELITY NATIONAL INFORMATION SERVICES, (FIS GLOBAL), Mumbai   [Feb. 2011 – Apr. 2015]

- 3-Tier Web Architecture – (pScope), worked on Production environments on Application Servers & Web Servers. UNIX, Solaris, JVMs-Clusters monitoring, detecting an issue &communicating with the Financial Institutions NOC and other technical units to engaged & work around on it.
- UNIX Scripts executing commands for analyzing Systems Logs, RTFV Connections & System Error reports
- Analyzing the pattern of the issues and report a problem and on CMS application tool Create incident ticket including background of the issue displaying the issue start, end and impact with overall descriptions.
- Worked on Production Servers, Clusters, JVM's & App/Web Interfaces, HP Sitescope, TeamQuest, Tealeaf NetScaler Tool, Gomez Monitoring, Citrix, Windows RDP MS Project Plan Quicken Financial Software & App
- Provide environment availability reports and SLA tracking, troubleshoot environment related issues
- Understanding Business requirements, and defining project scope; performed detail data analysis of both data elements requested by the business and data source and documenting data source definition, source-to- target mapping, and logical structures for the Data Warehousing
- Worked with US FI's (Clients) on Shift 24x7 Rotational performs other related duties as assigned Excellent communication and Analysis skills

ACADEMIC EDUCATIONAL DETAILS & CERTIFICATES

- B.Sc. IT (Information Technology) from Vinayaka Mission University, Salem
- ORACLE SQL – PL/SQL CERTIFIED from TalentEdge (KARROX), Mumbai
- SAP ABAP/4 (System Application and Products in Data Processing) module CERTIFIED from GEIS, Mumbai
- Diploma in Maharashtra State Certificate of IT CERTIFIED from MKCL, Mumbai
- Diploma in Office Automation and Graphics CERTIFIED from KEERTI Institute, Mumbai