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* An Experienced Sr IT Delivery Manager with 13+ years of progressive experience in IT industry with key areas of expertise includes Banking, Financial, insurance, Oil & Natural gas domains ( Would love to expand my expertise to more domains 😊 )
* As a Sr IT Delivery Manager worked in both technology delivery area & Management so that can able to articulate & provide effective process optimization for large enterprise wide clients.
* Provide execution and delivery leadership to the Sprint teams to deliver high-quality products in committed timeframes
* Using my high level of knowledge and experience in blending traditional project management principles and practices with an Agile development approach in the right proportions to fit the initiative size and criticality
* At an enterprise level or for large, complex product initiatives consisting of multiple Agile teams and/or requiring integration with other activities outside the scope of the Agile teams , am acting as an Initiative Delivery Leader responsible for overseeing coordination across product delivery teams and functional teams.
* At a team level, working with stakeholders in the Product and Technology organizations to establish priorities, define user stories, and establish sprint backlogs to ensure continuous delivery of product value
* Team Engagement Working with Product Management and Technical Management to define features, user stories, priorities, and dependencies to establish and maintain a well-groomed team backlog
* Prepares for and facilitates release planning with teams as appropriate

Lead retrospectives to uncover what s working, what s not and how we can improve

* Proven track record in various IT Service Management (ITSM) tools (HP SDM, Service Centre, HP Service Manager, ServiceNow, Jira, confluence,) Project Delivery, Change Management, Incident Management, Problem Management, Change Management, Access & Request Fulfillment. SDLC, Agile, report generations
* Proven experience working in both Agile & waterfall delivery methodologies, Communicate process changes, enhancements / modifications to stakeholders. Worked with PMs / process leaders, BA’s, Developers to develop best practice processes and review time to time and delivering the projects in tight timelines.
* Streamlined various processes Risk management, preventive maintenance. Worked extensively with various teams like infrastructure, server owners, and application point of contacts, Project managers to make sure requirements are fulfilled.
* Worked with different teams closely like Application, Infrastructure, Network, Storage, DB & DR teams.
* Hands-on Development experience in various technologies like Java, Enterprise Content Management solution like IBM FileNet, Sharepoint, various other workflow development tools. Worked on RPA ( Robotic Process Automation ) tools like BluePrism, configured Blueprism on various servers, that includes installation, configurations, Deployments, and patch upgrades, user or group administration, maintenance, performance monitoring, health checks etc, troubleshooting, R&D activities.
* Hands-on experience in developing the system right from the scratch, including requirement gathering, analysis, design, development, testing, Deployment, implementation of end to end solutions using SDLC / PMLC methodologies.
* Experience in WAS (WebSphere, weblogic ) administration, AIX/Win platform experience with FileNet, sharepoint & DRP Testing reviews
* Strong experience in access provisioning, Job scheduling etc..
* Having Strong exposure to IT best methodologies with capability to interact with all levels in the organization, Having experience in handling the team in terms of technical aspects, mentoring, having good people management skills.
* Superior written and verbal communication skills with ability to present technical information clearly.
* Rigorously followed Agile principles on multiple projects, ITIL certified & SCRUM master certified

***Professional Certifications:***

* Certified Scrum Master
* Certified ITIL V3 professional

* FileNet Certified Professional, IBM FileNet Content Manager-Designer 4.5
* FileNet Certified Professional, IBM FileNet Business Process Manager-Designer 4.5
* FileNet Certified Professional, IBM FileNet Content Manager-Admin 4.5

*Academic Qualifications:*

* Masters in Computer Applications, Nagarjuna University-India 2003 – 2006
* Bachelors in Computer Applications, Sri Venkateswara University,India 2000 - 2003

**Technical Skills:**

* **ITSM tools:** Service Now, Jira, confluence, HP SDM, Service Centre, Service Manager, HP ALM
* **Technologies**: Java 8, J2EE, XML, SOAP, SAO Suite, AWS, REST API, XSD, XSLT, Angular JS, JavaScript, ReactJS, Node.js, JSON, HTML5, CSS3, iOS, Linux Shell scripting, JQuery and Maven.
* **Utilities**: ServiceNow, Eclipse, SSH, WLST, File Zilla, WinSCP, Open PGP, Telnet, Splunk, Logic Monitor, OpenText, Oracle JDeveloper, IntelliJ, Rational ClearCase, Clear Quest, MS Visio, Star UML, SONAR, SVN, X-Planner, TFS, Tableau, Selenium, Ant, MS Project, TOAD, PL/SQL Developer, HP ALM, Jira, MS Office.
* **ECM Tools**

**(Content Management Tools)**:IBM FileNet P8 Content Suite 5.0+, 4.5.1, 4.0 CE, PE, AE, FEM ( FileNet Enterprise Manager ) Business Process Manager 4.5.1, WorkPlace XT, ACCE, ICC (Content Collector ) ICN ( content Navigator ), Case analyzer, Records Manager, eForms, Capture, Image Services, CMIS, eforms, IBM CMOD, Open Text Livelink 9.5, 9.7.1, 10, Livelink Viewer, Livelink enterprise scan capture, Desktoplink, Livelink ECR Admin tool, SAP R/3, Documentum 5i, Webtop, DA, DFC, DQL,WDK, workflow Manager, MS Sharepoint 2010

* **Web Application platform**: IBM WebSphere (WAS) 6.x/7.x/8.x, Weblogic Server,Apache Tomcat, IBM HTTP server, JBoss,

* **Automation tech** :BluePrism
* **Languages** : C, C++, SQL & PL/SQL.
* **JAVA/J2EE**  : Servlet, JSP, JSF1.x/JSF2, EJB 2.1, JavaMail
* **Web Technologies** : HTML, JavaScript, CSS, HTTP, LDAP, TCP/IP
* **Databases** : Oracle 9i/10g/11g, PL/SQL, IBM DB2 9 ES, MS SQL Server
* **Active Dir** : LDAP Win AD, IBM Tivoli AD
* **Source Code Mgmt:** MS TFS, Nexus, Bitbucket, MKS
* **IDEs and tools :** Eclipse, MyEclipse, Microsoft Office and Visio
* **Operating Systems / tools** : AIX, Unix, Windows, Putty, Winscp
* **Open Source software**: Struts, Struts2, Hibernate, Spring,
* **ECM Tools** : FileNet Suite 4.x, 5.x, Open Text Livelink, Content Server
* **Fax Server** : OpenText RightFax 10.x
* Packages : MS-Office.
* Operating Systems : UNIX,AIX,Solaris, All flav of Windows
* **Monitoring Tools:** Splunk, Dynatrace, FileNet System Monitor tool, Cloud monitor tools

**Key Achievements:**

* Received IBM SHELL STAR Award for delivery excellence.
* Received 4 IBM Thanks Awards for outstanding IT implementations.

### PROFESSIONAL EXPEREINCE:

**BMO ( Bank of Montreal ) Toronto July 2019 – Till Date**

**Sr IT Manager- Delivery**

Independent Contractor

* Maintains a relationship with leadership team to be their trusted advisor responsible for delivery and performance of existing project environments ( Non production, Production, DR )
* Facilitates clear, consolidated communication with the LOB, stakeholders and the technical delivery team
* Supports project activities and have awareness of priority, status, risks and budgets
* Provides critical thinking and oversight of escalation and prioritization items, including leadership and delegation of technical tasks to other team members
* Creates and delivers monthly activity reports to leadership teams / Executives that include a roadmap and best practice recommendations; identifies and develops solutions to remediate recurring service delivery and system performance issues-
* Identifies, manages, and mitigates risks to ensure successful delivery of managed services and exceed defined service level agreements
* Provides incident management leadership for team members during high severity, business impacting issues
* Assists in the strategy and advisement of technical solutions that achieve desired long-term business objectives
* Achieving tight delivery schedule expectations by periodic reviews with Development Teams, identify any issues & resolving in such a way to meet the deadlines.

1. Independent Contractor

**TD Bank Toronto June 2017 – June 2019**

**Sr Consultant - Delivery Manager**

Working in TD Project Delivery team for EETS Digitalization & Automation business projects involved in Application Deployments of code, setup of Infrastructure environments, work closely with project teams implementing end to end solutions, work on decommissioning of activities etc..

**Responsibilities:**

* Work on multiple projects activities like project kickstart, planning meetings, doing Deployments on various infrastructures like AIX, Windows, TD Openstack Cloud
* Conduct release readiness reviews, and Business Go/No-Go reviews where appropriate
* Leading a team of Deployment specialists & manage the implementations from the scratch of System Implementation Plan ( SIP) drafts, review with team & work during the implementation.
* Work extensively on upgrade activities, Deploy Infrastructure setup, application configurations.
* Coordinated with various teams like infrastructure, application teams pertaining servers & requirement gathering to fulfill the proposed solutions as per timelines.
* Participate in Change Advisory Board meeting ( CAB ) for upcoming changes
* Determines the readiness of each release based on release criteria; quality of release, production environment readiness, training and support plans, roll-out and back-out plans, and risk management plan
* Creates, reviews, publishes and manages release plans, formal release notification, deployment instructions and launch plans as needed; works with IT Partners and Software Configuration Management Engineers to plan, coordinate and execute successful Releases
* Work on Release Implementation plan reviews with teams, notifying the schedule & status to stakeholders / leaders.

* Proven experience in Change / Release management implementations across pre-productions ( SIT,PAT ) to Prod & DR environments
* Helped Project teams work on Incident / problem management.
* Work closely with Project Teams on maintenance, root cause analysis on issues, manage certs & keys for deployments, upgrade activities.
* Work on Kofax batch class configurations for upgrade project activities.
* Work on decommissioning Infrastructure activities to help reducing maintenance cost
* Conduct post release reviews to highlight, track and resolve release issues
* Produce Weekly Release Reports and measure/maintain release metrics

**IBM Canada Dec 2016 – June 2017**

**Deployment Manager**

**Client: TD Bank**

1. Independent Contractor

ECF ( Enterprise capture, File & Retrieve) projects automates & eliminate the manual, paper based workflow at branch banking & other front-office businesses to manage the day to day work processing by the Servicing Offices such as Banking, Credit card services, commercial operations etc. providing end to end solution to business.

**Responsibilities:**

* Facilitates Release / Deployment planning meetings with identified release participants to create Release and Deployment plans; continually seeks opportunities for improvements and provides feedback to build successful quality Releases; provides feedback on Release Management process adherence and suggestions for improvement
* Reviews Releases to ensure all security and compliance considerations are met; coordinates with appropriate infrastructure and application teams to ensure detailed release planning is considered across environments
* Compile, document and maintain list of various application components code and config changes by release.
* Lead and manage code promotions to TEST, including creating associated documentation as needed (i.e., Detailed Deployment guide, SIP, runbooks, etc).
* Work on code promotions to the Test, PAT & Prod environments effectively.
* Worked with team of Developers on periodic reviews..
* Ensure all code deployment packages are backed up per Design Authority.
* Participate in Change Advisory Board meeting ( CAB ) for upcoming changes
* Prepare deployment plans, strategies.
* Attend daily internal release scrum meetings.
* Ensure pre-prod environments are kept in sync.
* Work on Design, availability, capacity planning areas as required by the team
* Work closely with team on resolving technical issues, performance related issues to make sure integrated code goes across different environments.
* Work on end to end change management process for all changes goes from SIT, PAT, Prod and DR.

Independent Contractor

**TD Bank, Canada Sep 2015 – Dec 2016**

**IT Lead – Application Production Support – Incident, Problem & Change**

Digitization and Automation (D&A) is addressing the organizational priority of advancing TD's digital capabilities.

The D&A group work with their partners to meet the steadily increasing employee and customer demands for a digitally enabled, frictionless experience for both sales and service. Our goal is to enable the achievement of direct processing for document-based interactions throughout the organization and eliminate duplication across services and channels

**Responsibilities:**

* Working as Lead on various projects changes, incident, problem management & providing consulting services on various issue troubleshooting, customization & admin needs. operational support for production support & maintenance for ongoing ones.
* Worked extensively on change management procedures to make sure to adhere to policies of pushing code & represent changes in CAB meetings, implementing the changes, communicated to stakeholders & PIR reviews
* Worked on development of ICN customization project, that includes but not limited to lower environment deployments extend to production & Disaster Recovery.
* Working with various LOBs to coordinate with ongoing releases.
* Working on Releases, FileNet component development, maintenance, administration of Content repositories, deployments, configurations patch management as required / upgrades, configuring 3rd party connectors with FileNet components.
* Attended Major incident management meeting, CAB meetings, problem review meetings.
* Configuring different Content Engine components such as Object Stores, Obj classes, domains, security administration etc..
* Development & Configuring different Process engine components but not limited to for ex: workflows, rosters, isolated regions etc..
* Working on IBM CMOD with different LOBs to support various issues related to reporting, job schedule troubleshoot on CA7
* Working on Kofax components changes, triage day to day technical issues.
* Working a liaison between various teams like Database team, infrastructure teams for various FileNet, CMOD ongoing project, support activities.
* Working on troubleshooting FileNet P8 issues, Incident management, Problem management, change management process.
* Working closely with onsite & off shore teams to mitigate any out of scope issues, effective status call management for on time deliverables, performance reviews with team.
* Work with Vendor IBM on any PMRs.
* Supervise multiple deployments like middleware deployments, patch upgrades, Oracle DB upgrades, infrastructure upgrade support with proper change management activities.

Independent Contractor

**CIBC Bank, Toronto Feb 2015 – Sep 2015**

**Sr IT Consultant – FileNet P8**

CIBC Bank cheque processing project comprising of various components to integrate, work with different financial institutions to exchange the data to be processed with- out manual intervention.

**Responsibilities:**

* Working on FileNet Core components upgrades, configurations & deployments, patch management, FileNet Process Engineering.
* Troubleshooting various issues with CE, PE, AE
* Working on troubleshooting Kofax KC8, KC10 issues.
* Working closely with different teams like WAS / websphere team, DB & infra teams.
* Represents Change Approve Board meetings for risk mitigations, effective release mgmt..
* Risk Assessment, work on TFS, ALM, Jira tools to monitor the incident tickets, daily monitoring / health check of core components, Enterprise Monitor, issue resolutions, handling change requests, report generations.
* ITIL process handling of requests, incident, problem & change ticket implementations within defined SLA.

Full Time Employee

**Sun Life Financial, Canada Apr 2012 – Feb 2015**

**Sr IT Analyst -**

SunLife providing many financial services to clients ranges from individual to group for ex: Group Retirement Services, Group Medical benefits, Health & Dental, Individual disability life claims, etc.

Working in the Imaging Capture and Workflow team within Application Operations and Services (AOS). Supports both the vendor products and in house built imaging applications (custom built) to support various business applications & IT Service Management.

**Responsibilities:**

* Extensively worked on ITSM incident, problem, change management, SD Request Fulfillment & make sure SLA targets are met.
* Lead the Deployments, monitoring, maintenance tasks, application admin tasks.
* Worked on IBM FileNet P8 Content Mgr upgrade project, extensively worked on installations, configurations, Administration, implementations.
* Worked on RightFax administration on RightFax user accounts, fax auto routings, configurations, integration of RightFax to Kofax components, etc..
* Provided support for ongoing technical issues and engage vendor where necessary.
* Apply analysis skills to understand the requirements, customizations and assess the impact of infrastructure and technical changes within the environment.
* Provide application support & work with the infrastructure team.
* Identify and participate in system renewal, stability, and upgrade projects
* Work with infrastructure team to review the software, hardware changes that minimize any impacts to current environment.
* Respond to service requests, work with vendor if needed, provide problem analysis, resolution, escalation and reporting as necessary.
* Create, review, approve change tickets in HP service centre and attend CAB meetings to make sure other change will not conflict the proposal changes.
* Promote changes that upgrade the different appllication across all available environments from Development, QA to Production.
* Work with different business teams, Translate business requirements to solutions.
* Documenting different process, standard documents.
* Experience with integrating and supporting vendor packages in an established production environment consisting of various technologies and platforms.
* Work with different teams like server operations team ( Wintel, Unix, AIX ), DB teams, Web hosting team to coordinate various changes.
* Having hands on SharePoint experience.
* Work on Disaster Recovery strategy planning, identify milestones, dependencies for various applications & implementation.

Full Time Employee

**Verinon Technology Solutions** Aug 2010 – Aug 2011

**KeyBank, NY, USA**

Senior Consultant- Document Control FileNet, Livelink

The Keybank Remote Account Opening & Lending Dept solution initiates a new Account opening process on behalf of the new to Bank Customers, lending documents and integrated with Content Management tool (FileNet P8 4.5.1 & LiveLink).

**Environment**: FileNet P8 4.5.1 Content Engine, Process Engine, eForms, Application Engine (WorkPlaceXT), Livelink 9.7.1 Image Viewer, Enterprise Scan, Livelink Admin tool.

**Key Responsibilities:**

* Instrumental in installing the FileNet P8 products, FileNet Development & Administration, Livelink products, configurations and Application deployments.
* Involved in client interactions to get the requirements and implement the same and handled team of 4 ECM tech resources.
* Supported customers on Livelink technical issues, & work with OpenText vendor.
* Involved in ITSM incident management, Problem & change management.
* Provided support on Livelink scanning systems, installation of Livelink products like Livelink Viewer, Desktoplink.

Full Time Employee

**IBM**  Jan 2007 – June 2010

**SHELL, Houston, USA**

Application Developer- Livenk, FileNet Document Controller

Environment: FileNet P8 4.5.1 components used are Content Engine, Process Engine, Record Manager, Application Engine (WorkPlaceXT), eForms, LiveLink 9.5 components.

**Project Description** :

LiveLink product used for commodity trading in SHELL. IBM’s FileNet is used to manage a lifecycle of Contracts, Deals, Nominations, Settlements Invoices and Purchase bills created by SHELL.

**Key Responsibilities**

* Involved in **creation of Object Stores**.
* Creation of Isolated regions and working on Process Designer.
* Worked on **API’s**, workflows.
* Worked on FEM for administration, FCM for configurations, development etc.
* Livelink administration using Livelink ECR Admin tool, job scheduling, monitoring, development.
* Deploying the applications in Web Application server and worked on Incident, problem & change management.
* Worked on Active Directory.
* Interacting with other teams.

**Livelink Document Management Project**

## Environment : Livelink 9.5, Livelink viewer, desktoplink, EnterpriseScan, SAP R/3

Description:

* Livelink is the application used to archive scanned images and attach them to SAP.
* The images are stored on a juke box or SAN disk connected to the Livelink server. A link is placed in SAP which directs the application to the correct image stored on IXOS.

**Key Responsibilities**:

* Fixing the technical issues raised by US customers by follow up with the users and giving technical guidelines.
* Monitoring & working on different scheduled jobs in Admin tool.
* End to end user support for content archiving through desktoplink to different archives and **provided training to users and entry level engineers.**
* Working on Livelink pipeline customizations.
* Worked on Livelink ECR Admin tool to monitor the system, performance optimization, Document control activities.

Full Time Employee

Cognisys IT Solutions July 2006 – Jan 2007

Royal & Sun Alliance

Software Engineer

Description:

RSA Has its own customized CMS applications.

It is used to maintain the content and through Workplace used to retrieve the results for client intended queries

All the documents, images, mails are used to store and fetching the necessary information though workplace

* Involved in Installation of Documentum / FileNet components.
* Created Object stores as per the client requirements.
* Involved in monitoring or health check of the Documentum / FileNet system.
* Worked on Incident, problem & change management process.