

SUDHIR BHAGWAN WAGHCHAURE

Mobile: +91 9850846169

Email: Sudhir.waghchaure@gmail.com

Linkedin: <https://www.linkedin.com/in/sudhir-waghchaure-80596323/>



PROFILE SUMMARY

- A **strategic Leader & Architect with 20+ years of IT work experience on Micorsoft .NET, Azure, Mobility, Cloud and ServiceNow** in Program Delivery, Technical and Solutuon Architecture, Development, Operations, Service Management & Digital Transformation program experience across the globe, 8+ years of **Onshore experience in the United Kingdom, South Africa & Latin America**.
- I am a highly motivated and focused personality with an objective to pursue a challenging career in leading and progressive research organization offering opportunities for utilizing my skills towards the growth of the organization. So looking for strategic leadership & architect role and responsibilities.
- **Have 5+ years of experience in ServiceNow** Leading and Managing Development and Operational Support, ServiceNow Administrator & Implemtation, Service Transition Management, proficient in ITIL process and have experience on leading, planning, Implementation of ITSM, ITOM, VRM, Asset, CMDB, Business Rules, Scripts, UI Policies, UI Scripts, UI Actions, UI Pages, Script Includes, Access Control lists, SLA, workflows, transform maps, customization, provided innovative automation solutions, virtual agent, configuration of email notification and built complex dashboard and reports.
- Efficient in SDLC, Agile, scrum master with proficiency in planning, mapping business requirements, technical documentation, application solution, design, development, testing and troubleshooting for information systems management.
- Aligned architecture to business strategy in order to deliver structured, efficient, sustainable and adaptable IT solutions in line with the business need.
- Skilled in managing development team through development life-cycle using traditional & agile methodologies.
- Extensive experience in monitoring multiple projects from conceptualization and visualization to technology mapping and final execution.
- Developed & maintained application architectures for various business functional areas; resolved integration and interface issues between various applications with focus on optimizing application performance and scalability.
- Proficient in directing technology planning and direction, strategy development, leadership and implementation, business and operational transformation execution, business solution delivery, and business development.
- Expertise in developing the program sync model for synchronized & optimised activities across multiple projects.
- An effective communicator with exceptional relationship management skills with the skill to relate to people at any level of business and leadership.
- Core competencies are digital transformation, mobility, application development, cloud, delivery, project management, pre-sales, proof of concept, client satisfaction, software development lifecycle, team management, solutions architecture, delivery strategy and solution design.
- Transformed the group into a high performing team delivering critical solution, application development and maintenance for clients in the United Kingdom, United States, Latin America, Canada, South Africa & Australia

IT SKILLS

Primary Languages:	Microsoft C#.NET, Azure, SQL, Mobility and ServiceNow
ServiceNow:	ITSM, ITOM, VRM, Email & API Integration,implementation, CMDB and customization.
Frameworks/Platforms:	Now Platform, Cloud based Platform, Microsoft .NET Framework
Compact Framework:	.NET Compact Framework, Windows Mobile/Embedded Handheld 6.5, Active sync 4.5 & WMDC
Hardware Device:	Motorola Handheld Barcode Scanning Devices, SB1 Badge and HP-Elite Windows
Tools:	Enterprise Architect, UML, Microsoft Visio, Jira and Confluence, QC, Splunk & Trello
Integration:	SOAP Services, Web Services API, REST API and ESB Services
Databases:	Microsoft SQL Servers, MySQL, MS Access, Oracle & Mainframe DB2
Automation Tools:	PEGA RPA OpenSpan Studio & OpenSpan Runtime Enterprise, AI & ChatGPT
Reports:	ServiceNow Reporting, ServiceNow Performance Analytics & Crystal Reports
Others :	Microsoft Project, SoapUI, VSS, TortoiseSVN, Visual SVN & GitHub

WORK EXPERIENCE

28th Aug'2018- Till Date **(5.3 years)** with
06th Feb'2007- 21st Aug,2018 **(11.7 years)** with
27th Jan'2006 – 06th Feb'2007 **(1.2 years)** with
02nd May'2005 -28th Dec'2005 **(0.8 years)** with
01st Jul'2003 – 30th Apr'2005 **(1.10 years)** with

Toll Group
Zensar Technologies Ltd.
Nexus Techno Solutions Pvt. Ltd.
Globsyst Technologies.
eSolution.

Service Operations Lead
Senior Technical Specialist
Programmer Analyst
Programmer
Programmer

CERTIFICATION

- **Certificate** of completion on **AI & Chat GPT** Workshop by be10X in July 2023
- **ServiceNow Micro-Certification-Integration Hub** in July 2022
- **Microsoft Certified: Azure Solutions Architect** Expert in January 2020
- **AZ-301 Microsoft Azure Architect Design** Certification in January 2020
- **AZ-300 Microsoft Azure Architect Technologies** Certification in December 2019
- Zensar **Digital Intermediate** Level Certification in February 2017
- Zensar **Digital Basic & Awareness** Level Certification in June 2016
- Zensar **Foundation** Level Certificate in **Retail Domain** in September 2015
- Achieved **ITIL® Foundation** Certificate in IT Service Management with score 93% in June 2015

COURSE

- ServiceNow Service Provider Architecture in April 2021
- ServiceNow IT Service Management (ITSM) Fundamentals in April 2021
- ServiceNow Fundamentals in April 2021
- ServiceNow Basic Administration in October 2020
- Machine Learning Masterclass: From Beginner to Advanced in May 2020
- Artificial Intelligence A-Z : Learn How To Build An AI in January 2020
- Participated Motorola RhoMobile Workshop in London, presented by Motorola in June 2013

STRENGTHS

- Innovative thinking
- Flexibility and Adaptability
- Smart Work & Problem Solving
- Dedicated to my work
- Team Spirit & leadership

AWARDS

- Toll Group **Peak Period Management** Team Award 2018-2019
- Zensar Team **Customer Centricity Quarterly** Award 2017-18
- Zensar **Excellence Award Innovation** "John Lewis Customer Collections - Click & Collect" in 2014
- Zensar Retail **Outstanding Contribution Innovation** Quarterly Award 2014-2015.

ACADEMIC DETAILS

Jun 2005 – Feb 2009 Masters in Computer Applications (**MCA**) from Tilak Maharashtra Vidyapeeth, Pune, India in Higher Second Class.

Jun 1998 – Jun 2002 Bachelor of Science (**B.Sc.**) from Dr.Babasaheb Ambedkar Marathwada University, Aurangabad, India in Second Division.

PERSONAL DETAILS

Date of Birth: 3rd July 1980

Languages Known: English, Hindi & Marathi

Passport Number: **Y9575991** (Date of issue: 12/09/2023 Date of Expiry: 11/09/2033)

Permanent Address: Flat No D-802, Marvel Diva, Magarpatta Road, Hadapsar, Pune 411013

I will provide more infomtation on request. Thanks

Toll Group – India & Australia

Role & Responsibilities

- ❖ Leading & managing ServiceNow support, development, technical and solution architecture design.
- ❖ Mapping requirements & providing them best solutions involving evaluation & definition of scope of project and finalization of project requirements.
- ❖ Monitoring multiple projects from conceptualization and visualization to technology mapping and final execution.
- ❖ Ensuring timely completion and delivery of projects to the client, extending production support of multiple applications
- ❖ Supervising resource allocations and setting up of the communication channels across the various horizons of the organization structure. Planning, executing, monitoring and reviewing ongoing projects / service management.
- ❖ ITIL process, help and define the overall product roadmap for the ServiceNow, Service Manager and Peak Period Management.
- ❖ Built & led high-performing teams, enhanced morale, cross group collaboration and staff development.
- ❖ Handpicked to lead the Large Program Group/Portfolio and build a sustainable delivery governance framework, tools & programs for harvesting best practices across programs; devised a delivery review framework for kick-starting programs with the right basics.
- ❖ Customer presentation, show case capabilities and accelerator.
- ❖ Engaged with multiple stakeholders as Strategic advisor.
- ❖ Design Service Management & transformation Roadmap aligned to stakeholders' Digital transformation objectives
- ❖ Define the strategy for ServiceNow capability transformation
- ❖ Define successful execution strategies to ensure successful go-lives and end-user adoption
- ❖ Design target state strategic consolidated platform to decommission the legacy platforms as a architect.
- ❖ Worked on POC on different modules in ServiceNow.
- ❖ Initiative in Peak Period Management at organization level.
- ❖ Initiative in decommission of applications and strategy plan at organization level.
- ❖ Provided automation solutions in ServiceNow & Buildup new in-house practice team.

Domain: Supply Chain Management & Logistics

Zensar Technologies Ltd – India, South Africa, UK, Latin America, USA & Canada

Role & Responsibilities

I was involved in the below phases of multiple projects for different customers across globe:

- ❖ Requirement gathering, Prepared technical design, impact analysis document.
- ❖ Convert business requirement to Low Level Design (LLD)
- ❖ Architecture design, Design review, framework design, Code assessment, Development, Change Request Management.
- ❖ Prepared UI mock-ups screen, Business Process Model, Use Case Model, System Type Model, Use Case Realizations and Component Specifications
- ❖ Reviewed designs, code and recommended enhancements to designs and code as needed.
- ❖ Prepared quality documentations like Application understanding, Development guideline, different type of checklist.
- ❖ Proof of concept (POC), RFP and Prepared of presentations and presentations to customers.
- ❖ Operational support, enhancements and migration of systems, Convert requirement to solution.
- ❖ Prepared UI mock-ups screen, Business Process Model, Use Case Model, System Type Model, Use Case Realizations and Component Specifications. Development, Change Request Management.
- ❖ Project development planning, estimation and team tasks planning.
- ❖ Engaged in Pre-sales, bid activities like RFI, RFP, POC & provided new Innovations to customers.
- ❖ Prepared quality documentations like Service Design, system user guide and ops support docs.
- ❖ Contributed to mobility practice. & Value added solutions to customers.
- ❖ Integration, Regression and System testing & mentored team members.
- ❖ Interview panel member for technical and non-technical skills evaluation.
- ❖ Received customers appreciations for the multiple projects I worked on different application portfolio in operational support, development, solutions to business.

Domain: Retail, e-commerce, Supply Chain Management, Telecom, Banking, Insurance & Fleet Management.