**SANTOSH THAKRE**

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Seeking a challenging career in IT sector where I can explore my potential to its best, while integrating technical expertise and leadership skills that drives organizational performance to higher levels.

**Professional Synopsis**

* Customer-focused IT professional with around 12yrs of valuable experience in Technical Field (Level-1 NOC Engineer, Operation Readiness Test (ORT), Migration of Data-Center & various ITIL service areas (Change Management, Incident Management, Problem Management, Release Management, Continuous Service Improvement)
* Good Understanding of Level-1 Monitoring of Routers, Switches & Servers through different tools like BMC Patrol, Tivoli Webtop, HP-OV, Tivoli Netcool Omnibus, Nagios, Telcordia, SMARTS, E-health and Solarwinds.
* Hands on experience on ticketing tools like AR-Remedy, BMC Remedy, HPSM, Service-Now, CA Service-Desk.
* Solid understanding of the Change management&hands-on experience in Change Process Transition, Documentations, Reporting & Trainings.
* Worked for Barclays as Global Change Manager.
* Recognized for utilizing excellent communication and interpersonal skills at all hierarchies of the organization.
* Have helped Leading Bank reducing their costs by 20% and increase their team utilization by up to 90%.

**Professional Training &Certification**

* Cloud Computing Essentials Trained.
* CISCO Certified Network Associate (CCNA).
* ITIL V3 Trained &Certified.
* ISO/IEC 27001 Information Security Management System (Certificate of Completion from Udemy)
* ITIL Intermediate Service Transition Trained & Certified.
* Prince 2 Foundation & Practitioner Certified.
* Service-Now Admin Trained (Certificate of Completion from Udemy)
* Certified Information System Auditor (CISA) Certified.

**Key Achievements**

* Proposed Standard Templates to Requester & Builders which helped us in saving time while reviewing changes.
* Automated CAB (Change Advisory Board) which helps us in saving time as CAB Invites, Agenda, Attendance& Minutes are auto-capturedand sent via CAB WorkBench (Feature in Service-Now)
* Automated XITBU CAB via CAB WorkBench.
* Initiated Standard Controls in place to stop unauthorized changes into production.
* Worked on the Simplification and Unification of Change Form.

**Awards**

* Received Live Wire Award from HCL for giving value-add in process improvement.
* Received Pat on the back Award from Techmahindra for excellent performance in **EMSE-VDC Data Center Migration (2015).**
* Appreciated thrice by Management for receiving**Good CSAT (5/5)** Feedback from the customer **(P&G).**
* Received Pat on the back Award from Techmahindra for excellent performance in **ORT (2011).**
* Received Valuable Contribution Award from Patni for Excellent Performance in**NOC (2008)**.
* Received Letter from Patni for Outstanding Performance in**NOC (2007).**

**Organizational Experience**

* Worked for **Barclays, Mumbai** as **Associate (Global Change Manager)** from **Nov 2019 to June 2020.**
* Worked for **Nomura Services, Mumbai** as **Lead Support Analyst** from **April 2018 to Nov 2019.**
* Worked for**HCL Technologies, Mumbai** as **Senior Technical Lead** from **July 2015 to April 2018**.
* Worked for **Techmahindra, Pune** as **Network Lead** from **Dec 2009 to June 2015**.
* Worked for **Patni Computers (Now Igate- Capgemini), Hyderabad** as **Senior Systems Engineer** from **Aug 2006 to Feb 2009**.

**Technical Skills**

**Operating Systems :** Windows, Unix.

**Monitoring Tools** : Tivoli Netcool, BMC Patrol, HP-Open view, Solarwinds, Big Brother,

SMARTS, Ehealth, Config store, Nagios.

**ITSM Tools** : HP Service Manager, BMC Remedy, AR- Remedy, Service-Now

CA-Service Desk

**Applications** : MS Visio.

**Inventory Tool** : BT S3 Portal

**Billing Tools** : Telcordia

**Servers** : DHCP, DNS, Web server (IIS)

**Professional Experience**

**Nov’ 19- June’ 20 Barclays, Mumbai Associate (Global Change Manager)**

**Project** : GTIS

**Role** : Global Change Manager

**Tools** : Service-Now, A2RM (CMDB), Jira, Confluence, Kanban

**As a Change Manager:**

**Job Responsibilities**:

* Monitoring and handling all infrastructure changes for Asia, India & EMEA (UK) IT Change Management
* Accountable for complete Change Management process and Responsible for ensuring Change Management process lifecycle is followed.
* Responsible for compliance check and approval ofLow, Moderate& High Risk changes that were submitted for review.
* Check on categories of the raised changes based on impact, outage and duration of the change.
* Working collaboratively with various stakeholders in the business for Service Delivery

and Business Development.

* Integrate Service Now with existing process
* Validating the appropriateness, classification, risk and priority of changes incollaboration with the change requestors.
* Coordinate and conduct Change advisory board (CAB)meetings to discuss High/Moderate risk changes.
* Conduct ECAB for Emergency Changes with Stakeholder, Business and ChangeRequesters.
* Approve the forward schedule of changes for Moderate risk changes and defer any

potential scheduling conflicts to the CAB.

* Identifies and documents changes that by-pass Change Management Process and send report to Process Owners to address compliance.
* Conducts post-implementation reviews for moderate changes and initiate corrective

actions as necessary to improve the process based on reviews.

* Drive Change Management process training for support team, vendor and thirdparty.
* Audits and manages the process lifecycle and reports to upper management .
* Communicate the change schedules (Approved/Planned Changes with all involved/related parties)
* Track aging changes and follow up with requesters to get it close within defined SLA.

**Apr’ 18- Nov’19 Nomura, Mumbai Lead Support Analyst**

**Project** : EIS Change Management

**Role** : Change, Incident, Release & Continuous Improvement (Change & Release Coordinator)

**Tools**  : Service-Now, A2RM (CMDB), Jira, Confluence

**As a Change Manager:**

**Job Responsibilities**:

* Monitoring and handling all infrastructure changes for Asia, India, EMEA (UK) & NA (US) IT Change Management
* Check on categories of the raised changes based on impact, outage and duration of the change.
* Provide risk assessment and evaluation for all proposed changes and ensure clear understanding, communication and mitigation of all risks.
* Responsible for ensuring that the Change Management process is being followed correctly.
* Coordinate and conduct Change Advisory Board (CAB)& XITBU (Cross-Divisional Business Unit) CAB meetings to discuss High/Medium risk changes.
* Coordinate and conduct Daily CAB meetings to discuss all changes that need to be implemented for the day.
* Manage successful delivery of change through governance and control of change process.
* Automated the Change Advisory Board (CAB) by utilizing the CAB Workbench (Service-Now Feature) so that invites, agenda, attendance and minutes are auto-captured and sent accordingly.
* Review change history for the last six months and accordingly propose standard templates to Requester & Builders so that standard change can be created and implemented.
* Responsible for reviewing & approving rules in approval matrix of Service-Now as per the requirement from different stake-holders.
* Responsible for communicating and closing Yearly & Half-Yearly Re-Certifications related to CI-Group approval mapping recertification, Approval-Matrix Recertification, Standard Change Template Recertification.
* Ensures that all the activities designed to implement the change are as per theprocess standards.
* Responsible for sending Changes Pending for Closure reports on Daily Basis.
* Responsible for sending High & Medium Risk changes to India Management on Weekly Basis.
* Produce monthly and weekly reports to the management.
* Trained various teams in awareness of change management policy and procedure.

**As a Incident Manager:**

**Job Responsibilities**:

* Hosting incident review meetings to diagnose all incidents & Service Request.
* Data Quality Check for Resolved Incident, Updating & Closing the same.

**As a Release Manager:**

**Job Responsibilities**:

* Formulate the release policy. Ensure that everyone involved in the release process follows

release policy.

* Participate in CAB meeting.
* Communicate with all necessary parties to coordinate build, test and implementation of

the release scheduled.

* Plan, establish, update and maintain the release plan.
* Engage with the technical teams to develop back out procedures
* Ensure timely updates to service desk on status of releases or any issues which can lead

to service interruptions

* Ensure release management Interfaces with other service management processes

especially Change Management and Service Asset & Configuration Management.

* Conduct readiness assessments, evaluate results, and present findings in a logical and easy-to-understand manner.
* Prepare test cases for any new version releases of Service-Now from Change & Incident Perspective and test the same in the test environment.
* Co-ordinate with the Service-Now team for any new version releases and also conduct Pre & Post-implementation testing.

**Continuous Improvement:**

**Job Responsibilities**:

* Assess the standard operating procedures and continuous improve the Change Process.
* Drive Change Management process training for support team, vendor and thirdparty.
* Proposed Standard Templates to Requester & Builders which helped us in saving time while reviewing changes.
* Automated the Change Advisory Board (CAB) by utilizing the CAB Workbench (Service-Now Feature) so that invites, agenda, attendance and minutes are auto-captured and sent accordingly.
* Initiated Standard Controls in place to stop unauthorized changes into production.
* Conducts post-implementation reviews for moderate changes and initiate corrective

actions as necessary to improve the process based on reviews.

* Keep an eye on process enhancement in current process.

**Jul’ 15- Apr’ 18 HCL Technologies, Mumbai Senior Technical Lead**

**Project** : EIS Change Management

**Client** : Nomura Services India Pvt. Ltd.

**Role** : Change Manager

**Tools**  : Service-Now, A2RM (CMDB), Jira, Confluence

**As a Change Manager:**

**Job Responsibilities**:

* Provide day to day Operation Support of Asia, India, UK& US IT Change Management. Responsible for day-to-day Assessing & Approval of submitted Change Requests.
* Manage successful delivery of change through governance and control of change process
* Identifies and documents changes that by-pass Change Management Process and send report to Process Owners to address compliance.
* Established a Change Advisory Board (CAB) and Chaired regularly scheduled CAB meetings to review impact analysis and risk assessment
* Identifying and leading continuous improvements to ensure an efficient and effective Change process ensuring stability of Service. Assists the Process Owner in identifying and prioritizing process improvements.
* Approves or Rejects Changes after CAB review.
* Identify Standard changes to provide effective change management service.
* Responsible for sending Changes Pending for Closure reports on Daily Basis.
* Responsible for sending High & Medium Risk changes to India Management on Weekly Basis.
* Work with stakeholders to identify and address weaknesses in the Change process (e.g. denied, failed and assisted, non-progressed and unmanaged change, issues raised at post incident and release reviews, etc.).
* Convenes and chairs CAB/EC meetings.
* Established an Emergency CAB for Review and Processing of Expedited RFC’s.
* Responsible for Assessing & Approving all Low, Medium & High Risk Changes.
* Chairing the XITBU Call to Review Impact analysis & Risk assessment on Multiple Regions.
* Oversee Major business impacted planned changes and Conduct Post Implementation Review.
* Attending Daily CAB call for UK region& Monthly Governance calls with Asia SPOC.
* Maintained comprehensive documentation and reporting of Change Management Operational Metrics.
* Coordinating with the client for any updates related to the project.
* Trained various teams in awareness of change management policy and procedure.

**Dec’09- Jun’15 Techmahindra Ltd. Pune Network Lead**

**Project 1** : EMSE VDC Data Center Migration.

**Client**  : British Telecom Global (UK Client)

**Duration**  : Mar’13 – Jun’15.

**Description : EMSE** VDC Migration is a program of migrating from old Legacy Networks to

Ether flow network. Currently they have Legacy Data Center at Baynards,

Leeds, Reigate & St. Albans which is been migrated to New Data Center at

Rockdale & Cardiff.

**Job Responsibilities**:

* Migrating 1200 customer’s from Legacy networks into new VDC having Ether flow circuits.
* Travelled to UK for Knowledge Transition on Legacy to VDC Migration and providing the same to offshore team member on daily call.
* Planning & Implementation for Pilot and EA phase of Migration.
* Co-ordination with individual customers to discuss Migration Plan.
* Co-ordination with BT NOC for legacy circuits validation.
* Adhere to maintain 100% service SLA for every customer.
* Activating with new circuits and validating it by loopback test.
* Provides appropriate measures during Migration work and other critical events when a service is likely to be affected. Coordinating with FSR & Service Provider and customers. Maintaining daily report for every Migration and share this with client.
* Handling every month governance call with client and management heads.
* Provisioning/configuration of the core network devices (comprises of Cisco Router 3925, 7200, 7600, ASR-1001-X and ASR1002-X) for new services offered to the customers.
* Configuration & troubleshooting of LAN & VLAN on switch (Cisco catalyst Switch 4500, 4948, 6500, 2950, and 3750). Configuring PE, CE and PBR router & cross-checking traffic flow on Firewall (MOSCOW/CHECKPOINT) as per day to day requirement.
* Preparing Shift Roster for team members on Monthly basis.
* Escalation Representative for all escalations to partners & IT Support Group for its timely resolution.
* Review & Update Process & Procedures. Responsible for mentoring new joiners about Process & Procedures.

**Project2** : P & G ORT (Operation Readiness Testing

**Client** : Procter & Gamble (U.S Client)

**Role**  : Change Manager & ORT Team Lead

**Monitoring Tools**: Tivoli Netcool Webtop, HP-OV, SMARTS, CA EHealth, Config Store

**Inventory Tool** : BT S3 Portal

**Application** : MS Visio

**Team Size** : 30

**Duration :** Dec ’09- Mar‘13

**Operational Readiness Testing (ORT)** is a series of tests which ensure that new and/or changed assets have been properly recorded in inventory, configured for network management systems, and can be accessed per established procedures in order for the asset to be managed and supported by BT.

**Job Responsibilities**:

* To test the devices of P&G network priorto implementation.
* Responsible for checking the device entry in BT inventory system (S3 portal).
* Validating the device vendor/maintainers contact details in the portal.
* Validating the site Network Diagram using MS Visio Software.
* Communicate with NMS team and raise Bridge case in case of any issue in the tool.
* Testing the remote access connectivity of the devices using tools like GSAM, SMARTS, E-Health.
* Responsible for checking IOS backup configuration in Config Store.
* Validating the configuration of devices.
* Acting as **Team Lead** for team of around 30 members.
* Preparing the reports based on the results.
* Involved in the Alarm testing calls for the testing support.
* Flawless and transparent delivery of the reports within SLA.
* Preparing Monthly reports & Daily reports as required by the client.
* Responsible for mentoring the associates & new joiners.

**Aug’06- Feb’09 Patni Computer Systems Ltd., Hyderabad Senior Systems Engineer**

**Project** : VMU NOC (Virgin Mobile USA Network Operations Center)

**Client** : Virgin Mobile USA

**Role** : L1 Team Lead

**Monitoring Tools** : Tivoli Netcool, HP-OV, Solarwinds, Big Brother, Panacya, Moc (Maintenance

Operation and Control), UEG (Unimobile Enterprise Gateway), Telcordia, Nagios.

**Software** : Siebel, PLS, Citrix

**Team Size** : 12

**Duration**  : Aug 2006 - Feb 2009

Virgin Mobile USA is the leading service provider in USA. Virgin Mobile USA is located in major States

throughout USA. Virgin Mobile USA Network Operation Centre is focal point for communication relating

to all production activities.

**Job Responsibilities**:

* Monitoring Routers, Switches, Servers (Database, SMS Billing, Partner Connectivity) Using Monitoring tools like TivoliNetcool, HP-Open View, Bea-Dashboard, Telcordia, Solar winds.
* Proactive Monitoring of routers (7600 series), switches (3600 series), Servers (BEA Weblogic,Database, SMS Servers and all Telecom Business related Applications (Picture messaging, mail, ring tones, wallpapers, screensavers, AAA, SSPM, CCN, POSA, MMS,Provisioning plans) for Virgin Mobile.
* Responsible to create & update the trouble tickets for incidents including events/alerts impacting the production environment, real-time issues/outages and planned maintenances of Virgin Mobile and its various partners.
* Monitoring Critical & Major alerts on Netcool.
* Coordinating with Sprint and EDS for Circuit restoration.
* To monitor the SS7 links through Telcordia MOC & co-ordinate with Sprint NOC in case of any

downtime.

* Coordinating with Virgin Mobile Partners such as Sprint, Verisign, M7, BCGI & other Service Providers in case of Outages & Maintenance.
* Hands-On experience in analyzing the customer investigations/trouble-tickets using the Siebel, PLS, BEA dashboard and Clarify for the Virgin Group’s mobile phone company.
* Responsible for Adding & Removing servers from VIP in F5 Big IP Load Balancer during implementation.
* Responsible for sending partner notifications for any critical outages.
* Responsible for managing change request from internal & external partners.
* Acting as a NOC Lead responsible for maintaining smooth functioning of NOC activities and providing uptime within SLA for client.
* Preparing Shift Roaster for team members on Monthly basis.
* Preparing Monthly & Weekly reports as required by the client.
* Escalation Representative for all escalations to partners & IT Support Group for its timely resolution.
* Responsible for audit & process follow up in entire network team.
* Review & Update NOC Methods & procedures.
* Maintaining Shift Turnover reports.
* Responsible for mentoring new joinees about NOC methods & Procedures.

**Professional Qualifications**

Master’s Degree in Computer Science

Andhra University, Visakhapatnam in 2003, secured 68%

Bachelor’s Degree in Computer Science

Andhra University, Visakhapatnam in 2001, secured 67%

**Personal details**

* Date of Birth : 29th January 1981
* Address : Flat No.402, Fiji Apartments, Near IIT Market, Powai, Mumbai-400076
* Marital Status : Married
* Languages Known : English, Telugu, Hindi, & Marathi
* Passport No. : L8476849
* Notice Period : Immediate.
* Hobbies : Cricket, Running (Have Participated in more than 15 Half

Marathons & 2 Full Marathons, Currently preparing for Next Year

Comrades Marathon)