**BHAUSAB PARAMANATTI**

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**SUMMARY**

A seasoned Technology professional with over 18 years of rich and insightful experience, with about 10 years techno-functional/techno-managerial/leadership roles, across Infrastructure and Application services, using multiple technologies majorly in Banking & Financial Services, Insurance & Logistics domains.

Extensive experience working with Fortune 500 clients in **LOGISTICS** – P&O Nedlloyd (now, Maersk Lines); **BFS** – JPMC, LBG, Wells Fargo, NBIM, Credit Suisse; **INSURANCE** – Hartford Insurance Group etc. to name a few.

Strong experience in conducting ITIL and ITSM process integrations that included full assessments, architecture, design, planning, and implementation and roll out and oftentimes included developing Business Cases, ROI, TCO, Governance and Cost Benefit Analysis and best practice methodologies for ITSM holistically.

Knowledge of complete software development life cycle (SDLC) and well versed with the Software Engineering and Project Management methodologies viz., traditional Waterfall/Spiral, Agile (Scrum/Kanban/Lean/XP/FDD/TDD)/Iterative methodologies.

Strengths include big picture focus while developing strategic business solutions which include: Mission Statements, Value Propositions, Critical Success Factors, Statements of Work (SOWs) and Process Re-engineering.

Strong domain expertise in **Banking & Financials**: Investment Banking, Asset Management – Equities/ FI/ Real Estate, Listed Derivatives products, FX, Commodities, Futures, Options, Govt. Infra bonds, US Treasury bonds, Rates, Structured Credit Products, Corporate Payments, Traditional Cash Management, Strategic Advisory, Risk Management, Private Equity, Treasury & Security Services and Asset Management & Private Banking **Insurance:** Billing & Audit Integrated Services Track **Logistics:** Liner/Container Shipping (Cargo Shipment Life Cycle).

**SKILLS**

ITSM/ITIL

Service Delivery/IT Ops

Java, JavaScript, .Net

Oracle, Sybase, MSSQL

ServiceNow, Remedy, HPOV, FootprintsProject/Program Management

DevOps, Jenkins, Maven, Ant, Gradle, Docker, Kubernetes , JIRA, Confluence, Teamcity, SonarQube, Artefactory

Perl, UNIX (scripting/Admin – all flavors), Windows, O365Cloud Services (AWS/GCP/Azure)

SDLC, DD/TDD/Scrum/Kanban/XP/Lean/Six Sigma/CMMI/ISO20000/ISO27001

Informatica Admin (PC/IISC), Control-M, Autosys

**PROFISSIONAL EXPERIENCE**

**Role – Senior Business Analyst – Allied Digital Services Ltd – Oct 2019 / Current**

* Implemented the ADiTaaS (Allied Digital Integrated Tool-as-a-Service) ITSM tool on AWS cloud and On Prem DC environments.
* Drove discussions with the customer, demoed the product in ADSL AWS cloud, worked on requirements gathering/ process design & development, overall project plan preparation, infrastructure sizing, Installation of pre-requisite software, preparing monitoring parameters and backup policy, Go-Live check List preparation, screen customizations and VAPT testing.
* During Phase 0 – delivered LDAP – AD/ Oracle Integration, Incident Management, Service Request Management, Email Manager- IT/CRM, Problem Management, Existing Asset Data population for all asset types into CMDB module, Basic SLA Configuration, Operational Reporting, Training and User Manual.
* During Phase 1 - derived Change Management module with workflows, Change Management ticket data import from previous ITSM tool (Flat file) into ADiTaaS, CMDB, Self Service Portal, Reporting and Analytics, Knowledge Management, Service Catalog, SLA Configuration fine tuning, Release Management, Survey Feedback, Event Management – Alert to ticket creation and Chabot.

**Technologies:** Java, Apache http server, Jboss webserver, IIS, WinRAR, MS SQL, Office 365.

**Role – Release Manager – Credit Suisse - Jun 2016 / May 2018**

* Planned and executed releases for LD, Client On-boarding and FX streams for Principal & Listed Derivatives eTrading platform.
* Automated deployment process bringing down the implementation time from 8 hrs. /release to under an hour and CI/CD pipeline using Jenkins.
* Migrated global e-Trading Application platform to a secure combination of (IFA ES + JAP) framework significantly reducing cyber security risk exposure; enhanced client security model to mitigate cyber security and operational risk on EOL infrastructure by setting up MFA across all regions.
* Delivered on several key initiatives such as iPlanet server decom, EOL infra upgrade to supported platforms - (RHEL OS / Sybase DB), Migration of over 1200 cron jobs to control-m scheduler, VLAN move, ACE to F5 device migration, Corporate FTP tower move, PKI certificate renewal for Linux and Web servers, Linux server reboot automation, AMG request consolidation, QMW activities etc.

**Awards:** GM Technology Star Client Partner award for valuable contributions to IT Global markets (eTT & Cash Equities) in July’17

**Technologies:** Java, RHEL Linux, Sybase, Apache Tomcat, Odyssey Transporter, Jenkins, Maven, SonarQube, Teamcity, JIRA, Service

Now, Kubernetes, Docker, Control-M, Geneos, Splunk, Tableau, Python

**Role – Transition Manager – Hartford Insurance Group - Sep 2014 / May 2016**

* Transitioned B&A track from a tricky incumbent vendor to the Service Delivery function with 43 FTE ahead of schedule that included; KT plan preparation, KT topics finalization, facilitating KA, UD preparation & review with HIG SMEs, conducting quizzes to understand the level of understanding, assert our readiness to move next phase, shadow phase through to Steady State.
* Managed multiple projects – KT, Billing and T&M – with P&L accountability for the engagement.
* Performed Production Support and Maintenance manager roles during steady state until operational stability.

**Technologies:** Oracle11g (SQL, PLSQL, D2K (Forms, Reports), JAVA, SQR, UNIX, Autosys.

**Role – Service Delivery Manager – NBIM - Mar 2013 / Aug 2014**

* Built a fully functional team ~ 140 FTE - to shoulder steady state operations with requisite skills to support the bank’s technology platform and trade work flow & architecture – (Front – to – Back) - to help them manage/grow a combined fund value in excess of $580+ billion on “follow the sun” basis.
* Delivered on key transformational initiatives such as Perl to ETL migration, Control-M/SQL Server version upgrades, Critical business apps upgrade (Longview/Liquidnet), SPECTRUM tool implementation for SWIFT message monitoring, ServiceNow tool implementation and developing BSM maps for business critical applications etc.
* Built monitoring layer (Agent/Agent less Monitoring) on top of the infra layer using Control-M, SCCM, SCOM, Vital Suite, iTrax, BMC PPM, CA-Wiley, IONIX + Native elements.
* Coordinated strategic CASI – Cross Asset Systems Integration (SimCorp Dimension) - project implementation for Equity trade flow.
* Drove weekly governance calls with client management on SLA/KPI volumetric.
* Coordinated Infra changes, transformational initiatives, critical upgrades and bi-weekly BAU deployments for application lifecycle management.
* Planned and migrated non-critical workload to AWS Cloud platform (IaaS).

**Awards:** Credited for setting up BPO, ITD and IT IS all under one umbrella and one of the very few such engagements.

**Technologies:** Java, .Net, Linux, Perl, Windows, MS SQL, Oracle 12g, Control-M, Informatica v9.1.0, TFS, SharePoint, OMS, EMS, AWS.

**Role – ITI Transition Lead, Work stream D – NBIM - Jun 2012 / Aug 2014**

* Led transition and transformation services for one of the largest Asset Management Bank in Continental Europe under Total Outsourcing Venture. Services to the Customer included rebuilding of the Data Center environment based on the Standard Reference Architecture (V-Block) with converged network, increased virtualization footprint, Transform-while-Transition, improved response and resolution time, capacity and performance management across the estate to ensure predictive delivery, application transaction monitoring for improved end user experience and outcome based business service levels.
* Strategized planning and implementation of transitioning 400+ business critical applications/systems to the new data center, set up Monitoring and Alerting systems verifying every Application deployed is highly available and fault tolerant.
* Performed post transition transformational activities aimed at securing and stabilizing estate such as Network uplift, DMZ firewall tuning, IPS, IDS, RSA envision etc; Drove FOT and DR exercises for DC.
* Designed the proposed operating model for the steady state, got it verified and signed off from the customer.
* Created Application Profiling, Run book, Build, DR, SOP, BUD and TUD documents for Business applications, Batch processes, underling technologies and infra services for use during steady state.

**Technologies:** V-Block

**Role – Production Support Manager – Wells Fargo - Nov 2010 / May 2012**

* Mentored a team of providing L2 support to CDBO, Credit Risk Tech Support, and Calypso After-Hours-Support & MARS streams and was client interface for second level escalations and guided teams on complex problem resolutions.
* Held overall responsibility to deliver technical solutions to business problems while providing leadership to the team and drove process improvements & operational stability through CSI SIP initiative.
* Started with an initial team of 6, grown it to 28 over a period of 10 months by adding up/down streams and achieved a CSAT rating of 4.5/5.

**Technologies:** Sun OS, MS SQL, Windows 2008 R2, Control-M v7.0, Informatica 9.1.0., .Net, SharePoint, Oracle SQL Developer.

**Role – Environment Delivery Manager /TEMS – LBG - Aug 2009 / Oct 2010**

* Delivered E2E environment solutions to plan & schedule the changes for FPF PEGA (Faster Payments Filtering), Telephony Integration, UK Sanctions Integration, SEPADD and also Europe’s largest banking M&A (HBOS & LTTSB merger) integration projects.
* Mentored TEMS L2 (STP) team of 12 in charge of incident resolution and maintaining test environments.

**Technologies:** UNIX, VMS, Win XP/NT, Unidata, Mainframe Applications, Fircosoft, PEGA

**Role – Application Support Lead – JPMC - Dec 2008 / Jul 2009**

* Mentored a team of 12 FTE providing Level-2 support for Structured Equity, GDDM, Compass & LVTS applications which included monitoring the overnight batch Jobs receiving DDR’s (Discount Dividend ratios), Benchmarks and Prices from various vendors for producing BIG’s optimization & PortVal reports and reporting the daily status to Structured Equity Group.
* Conducted due diligence to bring QA environment to offshore & coordinated the strategic SDI project.

**Technologies:** Windows 2000, UNIX, VMS, Perl, Rapid SQL, Sybase, Job Access Management Systems (JAMS), Control – M, SVN.

**Role – Cost Stream Lead – PONL - Jul 2005 / Apr 2008**

* Mentored a team of 6 and was primary PeopleSoft Techno-Functional resource for cost stream – Procure-to-Pay - AP, PO, EX & GL - modules
* Typical activities included monitoring Cost stream processes, resolve user reported module problems, replicate problem scenario and test solution in prod copy, write & document DCDs for data fixes, create custom ad-hoc query reports requested by users, check Customer Connection Knowledge base for resolutions and log a case with GSC for new bugs, apply PS delivered bug fixes and patches.
* Key Member of upgrade team for PS FIN version 7.53 to 8.8 and Focal point for run down activities for PS FIN and Sunset team lead.

**Technologies:** Oracle 8i, AIX 4.3.3, People Tools 7.59, SQR, MF COBOL, Crystal Reports, Tuxedo 6.5, Windows, NT 4 SP 6a, Citrix Metaframe 1.8 SP2, Dazel, Vista Plus, PL/SQL, People Code, Remedy, ClearCase.

**Role – Systems Analyst, Focal Point, Team Lead – PONL - Jul 2005 / Apr 2008**

* Provided L2/L3 support to GECS applications with emphasis on Incident and Problem Management and Test (QA/UAT) support for new developments, enhancements and packages.
* Developed GMTT (Global Message Tracking Tool) to monitor the end-to-end message movement (concept, design, development, testing, production rollout and post-production support).
* Key member – Interface specialist - to roll out strategic global layer LDRS application to NAM and Europe regions.

**Awards:** Star award for customer focus and technical excellence in Apr’04 from Zensar / BSD Appreciation award for rolling out FF4 LDRS to North America and Europe in Apr’05 from PONL/Numerous Spot awards

**Technologies:** Windows NT 4.0, AIX 4.3.3, Oracle 8i, Pro\*C, PL/SQL, Reports 3.0.5, HTML, Java, XML, Tomcat Apache, JavaScript 1.2, File Open Publisher, Adobe Acrobat 4, Remedy, Clear case.

**EDUCATION**

**1995** – Bachelor of Engineering (BE) – Karnataka University Dharwad (now Visvesvaraya Technological University), India

**CERTIFICATES/TRAININGS**

* PMP – PMBOK v6.0, PMI – ACP, Project Portfolio Management Foundations, PRINCE2
* ITIL v3.0 (2011), ITIL 4.0, ITSO
* AWS Certified Solution Architect – Associate /
* DevOps Foundations / DevSecOps Foundations
* ISO 20000/ISO 27001 Foundations
* Business Analysis Foundations Competencies
* Automation Anywhere / UiPath Certified Advanced RPA Professional