



ROSHAN VK

SAP RELEASE MANAGER
DIAGEO GLOBAL BUSINESS SERVICES

DIAGEO



ABB

OBJECTIVE:

To seek a position where I can apply my skills and abilities effectively, excel in my area of work and evolve as a professional to achieve result-oriented work that would contribute to my personal growth as well as to the growth of the company.

SYNOPSIS

- 14+ years of IT Consulting and Managing Experience in leading organizations like DIAGEO, ABB India Pvt Ltd , Mercedes Benz Research and Development, IBM India and Prism Microsystems
- Rich consulting experience with a focus towards providing ITIL best practices, Change and Release, Service transition and transformation.
- Delivered ITSM solutions based on ITIL best practices that focused on people, process, and technology perspective of providing business solutions within IT Infrastructure & Service Management.
- Experienced in Modelling, planning and executing Service Transition and Operational Programs.
- Develop and implement a co-coordinated and comprehensive approach to communications, with input from all stakeholders contributing to its success.
- Strong problem solving, decision making and negotiation skills.
- Vendor Management

CORE COMPETENCIES

- ITIL, Service Management, Service Transition, Release Management
- Global Delivery Framework, CoE
- Process Design & Consulting
- Change and Release management.
- Lean Six Sigma – Yellow Belt

EDUCATION

- Diploma In Computer Engineering (NTTF)
- Diploma in Business Management (ICFAI)
- Prince 2 Practitioner
- ITIL v3 Foundation
- SAP SolMan
- Lean Six Sigma Yellow Belt
- German Language A1

Achievements

- Initiated “ **Recycle Kerala Mission** ” during Kerala flood 2018 , collected and recycled tons of plastics with this mission
- Developed an ideation platform called “ **CoLab** ” to capture innovative ideas within Diageo Business Services
- Successfully program managed Diageo’s first of its kind annual tech expo “ **TechieWalker** ”
- Member of **United Nations Volunteer** Program (UNV Roster Number: 1273250)

Awards

- **IBM PINNACLE AWARD** for successful deployment of quarterly releases resulting in increased safety and stability of IT environment
- **IBM Managers Choice** award 2015
- Innovation – Ideator – Mercedes Benz Research and Development

Diageo India

Designation : Senior Specialist
Role : Manager – Global SAP Release
Duration : Jan 2019 to Till date

- Actively contribute and Support the delivery of IS productivity and roadmap for F20
- Lead the release team and ensure successful release
- With high quality deliverables, support to achieve £200K savings
- Creation and/or updating of Release processes
- Ensuring accuracy of Release status reporting
- Oversight of the Release build & test environments, to ensure quality/effective services are delivered
- Ensuring resolution of key issues impacting release activities
- Providing support and guidance to Diageo projects
- Build relationship with stakeholders and ensure that efficient services are provided to improve productivity
- Manage the Release Teams, both internal and external
- Manage the end to end delivery of the releases across the extended landscape and tracks
- Determine interdependencies, and identify issues/risks
- Schedule and manage forums and processes to promote integration across delivery teams
- Manage budget across multiple suppliers

ABB India Private Ltd

Designation : Managerial Cadre
Role : Manager – SAP Release
Duration : July 2017 to Jan 2019

ABB is a Swedish-Swiss multinational corporation headquartered in Zürich, Switzerland, operating mainly in robotics, power, heavy electrical equipment, and automation technology areas

- Owner of the Release Management lifecycle which includes scheduling, coordinating and the management of releases across the enterprise for ERP
- Application Owner – SAP Solman , Change Management System (CMS)
- Responsible for defining local ERP release strategies in line with global guidelines across AMEA region.
- Establish rigorous governance processes to control change.
- Align release calendar with key stakeholders for local project & local changes.
- Responsible for validate scope of the release and ensure effective regression testing to safeguard local production landscapes.
- Manages risks and resolves issues that affect release scope, schedule and quality.
- Conduct Release Readiness reviews, Milestone Reviews, and Business Go/No-Go reviews. Publish periodic reports on release

Mercedes Benz Research and Development India- MBRDI

Designation : Senior Consultant
Role : SME – Service Transition
Duration : Aug 2015 to Jan 2016

- Ensure service transition is planned and executed to schedule, budget and scope.
- Build complex transition plans including infrastructure/application support models, change management, learning & communication deliverables
- Ensuring client/customer satisfaction & coordinating with the client with an objective to maintain fruitful relationship and attain business goals
- Handling IT Service Management process implementation project that includes complete as-is assessment (Gap Analysis), process definition, design, planning, implementation, operations and transition of ITIL processes
- Mapping client's requirements, attending / conducting business user meeting, project planning & scheduling and providing customized business solutions
- Managing operations with a view to achieve business objectives and ensure optimum utilization of available resources
- Present Knowledge Transfer approach to team
- Planning of KT-Sessions,Shadowing,Reverse Shadowing,Stabilization in coordination with overall project planning of PM
- Present the process Target working Model to the business and relevant third parties
- Tailor existing process to ensure compliance with the Target Process Model

PROJECTS WORKED IN IBM

Project 1- British Petroleum (BP) (Chemical and Petroleum Industry)

Client Name : BP – ADMS Project
Role : SAP Release Manager
Project Type : SAP Application Support (Application Maintenance)
Duration : Jan 2011 to Aug 2015
Environment : Build and Release Management

Client Overview: BP is one of the world's largest energy companies providing its customers with Fuel for Transportation, energy for heat and light, retail services and Petrochemical products. BP's main activities are the exploration and production of crude oil and natural gas; refining, marketing, supply and transportation and the manufacture and marketing of petrochemicals. They also have a growing presence in gas and power and in solar power generation.

Responsibilities:

- Defined - Quarterly, Out of Package Releases
- Planned - Application specific Quarterly Releases
- Planned - Out of Package (OOP) Releases - Minors packages
- Executed - Release Management Activities as per Release Schedule
- Monitored and tracked of all Release Management activities as per Release Schedule
- Communicated with all Stakeholders on the High Level Release timelines
- Interlocked and Coordinated with all Projects, Support and Enhancement Teams

- Managed the Deployment of the Release into different project and support landscape as per project and release schedule

Prism Microsystems : Product Support Engineer

Client Name : Prism Microsystems
Role : Product Support Engineer
Project Type : Product Support
Duration : July 2006 to August 2008.

Division: **R&D**
JOB PROFILE

Product Test engineer for Remote Solution
Under this process Responsibilities are:

- Diagnosing and troubleshooting the issue related to EventTracker, Eventlogcentral, WhatChanged
 - Creating and Managing reports like Security Audit report, syslog reports and so on
 - Centrally monitor, analyze and manage events being emitted by Windows NT/2K/XP/2003 and SNMP enabled devices
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Declaration

I hereby, declare that information in the document is true and accurate to the best of my knowledge.

Date : 02-10-2021
Place : Bangalore
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Roshan VK