CHANDAN GHOSH

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# Professional Profile

Dynamic & versatile professional with 20 years of exposure and experience ranging from IT operation management, project management, cost & budget management A keen planner, strategist & implementer with demonstrated abilities in whole IT operations management and new technology implementation for streamlining IT-related operations. Experienced in project planning, execution, monitoring and resource balancing skills with ability to support multiple simultaneous projects in an organization. Successfully deployed multiple business solutions in **Telecom**, **Banking**, **Finance**, **and Logistics** domains. Extensive experience in Release and Change Management, Project Management, Business Requirements, Complete Software Development Life Cycle with ITIL methodology, and Service Management. Significant knowledge in DEVOPS release management and Tools. Also, significant experience in Database Administration, modeling, migration and Business Intelligence. Demonstrated abilities to manage a project through its complete lifecycle viz. Initiation, Planning and Design, Execution, monitoring and control through Closing.

Experienced in vendor management. Analysis of risk, potential delays in delivery or execution of the items on different roadmaps, and the impact thereof, alignment with other departments, and take actions to ensure implementation of these roadmaps in a stipulated time.

Update activities on a regular basis to identify structural improvements and propose these to the Business. Confident communicator to ensure clients’ needs are always met in a manner that is consistent with their individual specifications and requirements.

**P**resent involvement is Deliver responsible in Rollout / Release management service which consists of Environment and Change management in Telecom Domain. My involvement in effectively designing, planning and scheduling releases in different environments. Work with Product Development teams to establish joint operational priorities, perform quality reviews, manage operations. Developed and implemented a core phase project management methodology throughout the Professional Services department. This included processes, standards, reporting guidelines and tools to take the department to a full project management life cycle, including initiation, planning, execution, controlling and closure .had been actively involved in Change management process, which is includes E2E, Test beds and preproduction environment. Provide solutions to complicated issues, emergency changes. Collaborate with other business stake holders and Quality Assurance teams to conduct, UAT and risk assessments, ensuring project readiness for production and validation. Strong understanding of business strategy with the proven ability to generate promising leads and transform them into long-term client relationships.

# Recent Accomplishments in ATOS

**Project: Telefonica Aug’2016 to till now**

**Role: Service Delivery Manager - Rollout Management**

**Telefonica** Germany GmbH & Co. OHG is a provider of broadband, landline and mobile telecommunications in Germany. Operates second, third and fourth generation mobile networks, allowing customers to use GPRS, EDGE, UMTS up to HSPA+ and LTE for data connections. Atos provides large-scale IT operation services in this account.

My involvement is here as Delivery Manager in Rollout (Release) management and I am responsible for -

Provide operational support and Bridge the gap between development and operations to ensure successful delivery of projects -- Participate as a member of the application operation team. Build back-end frameworks that are maintainable, flexible and scalable. Anticipate tomorrow's problems by understanding what users are trying to accomplish today. Respond to production issues based on SLA -- Triage any production issues and find the RCA, work with cross functional teams to apply the fix and understand application Architecture. Able to work with global teams in different time-zones, need to play a strategic role to improve process, tools, monitoring, alerts and highly contribute in all initiatives to improve software and hardware performance. Interact with various internal departments to resolve questions regarding systems integration, data input & output requirements and inclusion of internal checks and controls.

* Evaluate all requests proposing change to established and supported platforms, identifying, analyzing and documenting potential risks or issues. Liaise with business and 3rd party vendors to capture, analyses and document requested changes against these platforms including the actions that will be taken to mitigate the risks identified.
* Work with Customer to plan and schedule tactical business and technology events, such as software patching, maintenance, or Major / Minor Releases that impact in a manner calculated to minimize disruption to Customer's business.
* In a dev ops scenario Forward Plan the release windows and cycles across a portfolio with process development and continuous improvement
* Collaborate with the Software Engineering teams and other systems engineers to make improvements, in team working as a lead or POC for technical issues in the planning phase of sites or project development efforts
* Improves, optimizes, and identifies opportunities for improved software development life cycle. Work with Development teams to establish Operational priorities.
* Work closely with the internal production support team, as well as the rest of the product development staff. Establish operational best practices and standard operating procedures for deployment, support and systems management.
* Investigate system requirements and support several project teams in evolving, testing and rolling-out new products and services, then transitioning the site or product to post launch operations activities throughout life of the product or service.
* Document processes and procedures and implement formal change management procedures, ensure company standard technologies, proper performance and capacity standards are implemented.
* Manage risks and resolves issues that affect release scope, schedule and quality
* Measure and monitor progress to ensure application releases are delivered on time and within budget, and that they meet or exceed expectations
* Coordinate release content and effort based on the service request backlog, pending service requests, third party applications, or operating system updates
* Communicate all key project plans, commitments, and changes including requirements, QA plans, schedule, and scope changes
* Manage relationships and coordinate work between different teams at different locations
* Conduct Release Readiness reviews, Milestone Reviews, and Business Go/No-Go reviews
* Produce Deployment, Run Books and Implementation Plans
* Weekly Release Reporting
* Communicate release details and schedules to the Business as required
* Negotiate, plan and manage all release activities
* Coordinated Change Management by implementing policies and procedures in accordance with ITIL Change Management Guidelines
* Maintains the release schedule for all core services and ensure alignment across key partners and vendors.
* Continually work towards making improvements in the release process
* Lead and co-ordinate the Go-Live activities including the execution of the deployment Plans and checklists.

# Project: E-Plus – Luna P Nov ’09 to Aug ‘2016

**Role: Configuration & Release Management.**

**E-Plus** Group is the challenger on the German mobile communications market. E-Plus is the first multi-brand company to break new ground in mobile communications in Germany. Atos and the E-Plus Group decided together to move from a ‘classic’ IT-Outsourcing to a ‘Flexible IT’ contract to further strengthen the customer-supplier relationship and to enable the E-Plus Group to respond faster to changing business needs.

IN Launch Management (E-Plus called Launch Management) my involvement was

* Created and Implemented Launch management plan with ITIL guidelines and procedures. Negotiate, plan and manage all release activities
* Lead and co-ordinate the Go-Live activities including the execution of the deployment Plans and checklists.
* Worked with client to understand Business downtime requirements for Systems Release and Change Management
* Developed workflow of Release and Change Management procedures
* Developed and presented recommendation, explaining and clarifying results
* Track and monitor changes and projects through the ITIL Change Management lifecycle
* Ensured that each Change Request had the appropriate supporting documents for each assigned release
* Interfaced with Engineering for availability of all new or changed build components, communicated the server release schedules and chaired the Cab Meetings
* Interface with technical infrastructure on deploying patches and security upgrades
* Review release checklist, backout plans and environment requirements
* Responsible also to build up new and modification environment.
* Lease with project managers, support, user representatives to ensure environment availability.
* Responsible for all major and minor release coordination and successfully accomplished that.
* Coordinated with architecture, development and testing teams to create release specifications.
* Recommended improvements to configuration, release and change management processes and Reported project progress and any obstacles to clients

# Previous work profile in Detail:

**IBM: Nov 2005 – Nov 2009**

* **Project: MAERSK LINE Role : Data Integration & Release, Change Management**
* **Project: American Express Role : Data Model / BI Architect (Reporting)**
* **Project: IS Bank CRM Implementation Role : DBA /UNIX admin and Configuration Management**
* **Project: AmerisourceBergen Role : Data Modeling**

 **USHA COMM-India Pvt Ltd** **April' 04 - Oct'05**

* **Project: UNICORN Billing System** **Role: Configuration & Release Management**

**Cognizant Technology Solutions** **Jan 04 – March ‘04**

* **Project: JPMC Role: Managed Service Operation / Release Management.**

**SchlumbergerSema Nov’ 2K – Jan’04**

**Project: Telecom billing solution (BSCS) Role : System Integration & Database Support**

**ICICI INFOTECH SERVICES Ltd October’98 – October2K**

 **Project: Retail Banking Role : System Administration**

# Educational Background

**Graduate - (1994) from the Calcutta University.**

**Diploma in Computer Application from WEBEL INFORMATICS LIMITED & SQL STAR INTERNATIOANL**

# Professional Certification

**AWS certified DevOps Engineer – Professional** & ITIL **Foundation**

# Technical Skills

**Platforms:** UNIX (SCO Open Server 5, Solaris 10, HP- UX 11.0, DG 5.0,) Windows

## Project Management & Business Process Modeling: MS Project, MS Visio, Rational Rose

**Requirements Management:** Clear case, Clear quest, Rational Requisite Pro, BMC-Remedy

## Languages: Basic, C

## Databases & ETL: Oracle, Ingress, DB2 , Informix, BO, Informatica, Cognos

**Data Modeling Tool**: ERWIN, Model Mart

**Configuration Management:** CVS, CMVC, PERFORCE, VSS,

**Dev Ops Tools:** Jenkins, Docker, Maven