* 15+ years of varied experience in Project, Release, Change & Incident Management, ITIL Processes, & Strategic Infrastructure planning.
* Management, implementation and continuous improvement of projects, processes and change in a prioritized manner relative to impact, executed in either waterfall or agile environments.
* Overall responsible for business processes. Analyze processes, establish escalation procedures, and oversee training needs assessments to identify opportunities for service delivery improvements.
* Managing with multiple infra teams to get the necessary servers, load balancers, monitoring tools etc. configured and provisioned for the group and also oversee in dealing with infrastructure and facilities.
* Maintaining and understanding of the business and interact extensively with relationship Managers, Functional SMEs and Operations Manager to ensure alignment of service offerings and the needs of business
* Act as a liaison between technical teams, senior management, and the business community, including managing communications between business stakeholders and technical teams
* Managing efforts to implement standardized tools and practices across the teams to more efficiently manage ongoing software deployments

**Areas of Strength**

* Release Management
* Change Management
* Incident Management
* Release Deploy Management
* Operations Management
* Release Transition planning and support
* Project Management
* Remedy, QC, ServiceNow
* Agile Methodologies, Scrum Meetings
* Concurrent Version System (CVS)
* Oracle Forms, PL/SQL Developer, Oracle Reports
* Java J2EE
* Jenkins, uDeploy, uRelease
* Oracle PLSQL & Unix
* Team Foundation Server
* Resource Management
* Spinnaker, GIT, JIRA
* SharePoint Administration
* Microsoft Project
* ServiceNow Administration
* Salesforce Administration

**Professional Experience**

**Lam Research Inc, Fremont, CA (Nov 2019 – Current)**

**Technical Release Program Manager/Operations Manager/Change Manager/Incident Manager**

**Project**: ITSM

Lam Research Inc is the world leader among Semiconductor companies. Every advanced chip built with Lam technology. ServiceNow Enterprise Application management for the entire Infrastructure teams.

* Manage localization projects, including UI localization, testing, and documentation for Salesforce Managed Packages.
* Experience with data conversion/migration, and leveraging ETL tools to accomplish repetitive manual tasks
* Coordinate with Technical architect to build Salesforce environments required for the program
* Providing Release Management leadership and orchestrate the release from inception to project delivery
* Conduct Code reviews for on-going projects to ensure that code quality is at the highest level possible and design patterns are being used which are appropriate for the project
* Create and maintain reports and dashboards
* Maintain system backups, refresh sandbox environments
* Document localization workflows and maintain communications channels with other localization team members to share ideas, best practices, and tools.
* Responsible to manage the users, data and Security
* Develop different project artifacts such as work breakdown structures, resourcing plans, project timelines, budgets & forecasts, risks, issues & mitigation plans and ultimately responsible for controlling scope, timing and customer budget.
* Test and Deploy the changes through Spinnaker to the Salesforce environments
* Perform with subject matter experts all through organization to gather entire business needs required to attain project goals.
* Provide end user training whenever required
* Collaborate with Engineering Team, Solution Testing Team, System Integration Testing Team to ensure all open bugs are closed to meet the Universal Release Criteria, ensuring that there is no impact to the Release schedule.
* Build and maintain custom and standard objects and fields, workflows, approval processes, process builders and flows
* Ensure root cause analysis is done for high severity repetitive bugs, and to drive the team for a permanent fix.
* Function as key point of contact for communication of project status to all customer and internal stakeholders, including Senior Executives (C-level) and facilitate business & operational relationships between the customer and internal teams to ensure accurate and timely project delivery.
* Manage release scoping efforts by working with the Product Team (Product Manager & Product Owner) and Engineering Team to finalize the scope and make necessary updates in Jira tool for every planned Product Release.
* Manage the internal requests for new or updated Salesforce Functionality (User Stories) and determine the best solution to implement them
* Create a project schedule and multiple Sprints with milestones around critical deliverables and activities using Rally software and Jira.
* Prioritize user stories that need to be delivered for the respective release and update Jira with the specifics.
* Create and manage development timelines, organize and facilitate progress meetings, development schedules, and release planning.
* Conduct meetings with cross-functional teams and other stakeholders to gather additional requirements to meet the overall Project Roadmap.
* Perform Scrum Project Planning with various Sprints to deliver the Access control application features.
* Manage project deliverable dates, scope and cost, through structured analysis, data modeling, and information engineering using project management tools such as Microsoft Project, Rally software, Smartsheet, and Confluence.
* Manage and maintain the code base, setting up sandboxes, code migration between various environments, setting up users and also manage to work with SFDC support team for issues, coordinating with all the teams for migrations planning.
* Conduct daily Scrum Call with Engineering, Solution Testing team, System Integration Testing Team, Performance, Product Owner to ensure quality and timelines need to meet and mitigate the risks.
* Define Sprint Tasks for the given scrum product backlog using Jira software for the engineering & QA team.
* Collaborate with the development team for sprint review and analyze performance indicators to locate design problems and refine the effort estimate.
* Conduct biweekly Sprint reviews with the Management team and present Release level project performance, issues, risks, and mitigation.
* Conduct Sprint retrospective session at the end of every sprint to analyze sprint performance.
* Conduct necessary meetings with cross-functional project teams, executive teams, Solution Testing Team, System Integration testing team, and provide essential clarifications for stakeholder questions to perform releases in line with the schedule
* Maintain and update documentation for Installation requirements whenever required
* Present product demos by collaborating with the Lam Research Corporate Technical Assistance Center Team
* Conduct to schedule the Product Demo with Executive Team for approval and feedback.
* Manage leadership team discussions, release/change/incident issues on upcoming releases and provided weekly status on various Infra requests to all project stakeholders
* CAB member of respective applications and a gatekeeper to approve of cross-functional changes & impacts

**CISCO Systems, San Jose, CA (Nov 2015 – Oct 2019) & Bangalore (Oct.2011 – Nov.2015)**

**Release Manager /Infrastructure Project Manager/Change Manager**

**Project**: Enterprise Release Management Organization Cisco Commerce and Customer Strategy & Success Release Management

Cisco Systems is the world leader in routers and switches. Buying and Selling Enablement IT (BASE-IT), is the Release Management Organization under the Cisco Sales Domain.

* Providing Release Management leadership and orchestrate the release from inception to project delivery
* Collect project scope from various stakeholders and drive a release up to normalization
* Responsible to work collaboratively with software engineering and quality assurance teams and leadership to ensure requirements are met and participate in administration and troubleshooting of solutions, systems, and processes.
* Constructed various Customizations for Cisco's Enterprise IT agile transformation, via Continuous Delivery program
* Manage to administer and maintenance of various deployment tools like Jenkins, ANT, SQL combine etc
* Report monthly on outstanding tickets dependent on third party action. Report to include ticket, item awaiting action, third party, duration and if known estimated resolution time.
* Providing recommendations and implementing approved process and procedure improvements
* Creating, administering and maintaining automated solutions for build compilation, packaging, artifact management, deployment (tools like ANT, MS Build), and application or product configuration
* Accountable to perform duties of regular operators as directed by operators or supervisory personnel.
* Provide Infrastructure Management leadership and orchestrate the Infra Upgrades from inception to project delivery. From collect project scope from various stakeholders and drive a release up to normalization, while driving change management success and managing budgets up to $5M for a year.
* Accountable for the production deployment repair and recover till its normalized and also share the wider communication with impacted stakeholders
* Lead the installation of Radius Server Cisco that secures networks against unauthorized access.
* Work with the Campus Core Team on periodic Changes
* Successful consolidation of Oracle databases spread across different geographic locations under one location.
* Accountable for leading activity, based on delivery criteria; testing quality, production environment readiness, training and support plans, rollout and backout plans, and risk management plan.
* Responsible for generation of status reports and dashboard to the business stakeholders
* Responsible for Planning and Risk Mitigation and also taking care of complete project delivery
* Oversee and Identify infrastructure goals and project delivery clearly.
* Collaborate effectively with infrastructure associates across entire business units along with management levels.
* Coordinated various software release changes for Oracle Apps and Java, J2EE based applications/projects
* Established Change Control Board (CCB), and managed project changes to the baselines/requirements (following Integrated Change Control processes) as well as kept all parties informed on the status of change requests
* Oversaw the management of the “Shared Services Initiative” that improved the customer, partner and internal employee experience.
* Manage to perform software builds and deployments in to multiple environments
* Manage effectively to lead and train teams through sprint planning, retrospectives, and facilitation of multiple sprints within enterprise environment
* Developed Project Management Plan - including subsidiary management plans for Risk, Requirement, Quality, Communication, Change, and Process Improvement
* Ensuring project plans are maintained and followed based on the PMO guidelines & Standards
* Develop and manage the roll out schedules, implementation plans and activities/tasks for and across all functional groups involved in the release and work across functional groups involved in the release.
* Lead the groups as a Release Manager in communications, management and decision-making forums/discussions (i.e. Change Management, Stage Gates, and Post Release Review)
* Led server lease replacement project to replace all existing servers in data centers.
* Report monthly release progress, quarterly metrics, and yearly release roadmap to upper management.
* Worked with Organization Change, Incident & Problem Management groups on a weekly basis
* Led the efforts of building best practices by working with Rally Development team, helping various Business partners following Agility

**GlaxoSmithKline Bangalore (Jul 2009 – Oct 2011), Portugal (June 2009 – July.2009) & Italy (Sep 2010 – Dec.2010)**

**Support Analyst / Project Lead/ Change Manager**

**Project**: GlaxoSmithKline Applications Support

**GlaxoSmithKline** is a leader in the pharmaceuticals department.

* Accountable to ensure that GxP systems that are used to create, modify, or maintain electronic records and/or electronic signatures are maintained in a validated state in accordance to our client’s Software Development Life Cycle (SDLC)
* Work closely with the Business Process Owners and IT to ensure deployment of GxP systems meets BeiGene’s standards, relevant regulations, such as 21 CFR Part 11 and Annex 11 and systems are maintained in a validated state.
* Accountable to review Computerized System related SOPs to ensure BeiGene’s practices meet relevant regulations and follow industry best-practices.
* Leads front-end studies and Request for Proposal/Information RFP/RFI process for projects as required and work closely across business and IT teams to drive effective selection of delivery and solutions partners
* Manage leadership team discussions, release/change/incident issues on upcoming releases and provided weekly status on various Infra requests to all project stakeholders
* Coordinate with geographical teams which includes both onshore and offshore technical project teams

**Wellington Management Company (Aug 2005 – Aug 2009) &**

**Application Developer /Team Lead**

**Project**: Wellington Management Company

*Wellington Management Company* is one of the America's oldest investment management firms. Enterprise Reporting project caters to the reporting requirements of Wellington’s portfolio managers

* Understanding the client’s requirement. Analysis of Functional specifications (FS) Developing the reports according to the functional specification using Oracle reports 6i.
* Unit testing of reports and reviewing the reports which are developed by other team members

**Accomplishments:**

* Provided leadership for releases including MVDC (Metro Virtual Data Center) build, Database Migration, ACI Migration, Database upgrade changes at CISCO
* Coordinated and executed resiliency projects for various applications in Sales GBP
* Coordinated and executed Oracle Forms/Reports 6i to 10g migration

**Awards**

* **Feather in the Cap award from WIPRO (October 2015)**, for my contribution towards Q3FY12, Q2FY14 Release
* **Certificate of Appreciation from CISCO Systems (May 2014, May 2015, March 2017)** for my contribution towards different Quarterly/ Monthly/ Year End Releases

**Education / Certifications**

* **Bachelor of Science (Computer Systems Maintenance & Networking),** 2005, Kongu Engineering College, Anna University, India
* **Master of Science (Software Engineering),** 2009, Birla Institute of Science & Technology, Pilani, Rajasthan, India

**Certifications:**

* **ITIL V3 Foundation Certification, 2012**
* **Oracle Certified Associate (OCA), 2009**
* **ITIL V3 Intermediate Certification (Service Transition), 2017**
* **Certified Scrum Master (CSM), 2017**
* **Salesforce Certified Administrator, 2021**
* **Certified ServiceNow Administrator, 2020**