Aditya Bargotra

MBA, Analytics and Big Data (IIM Kashipur), Lean & Prince2 foundation, **ITIL V3 (Foundation & Release Control and Validation)**

18 years of experience with multinational corporations in Change and Release management, Service Integration and Management (SIAM) and Project Management. Proven ability to manage, lead and work in multicultural and virtual teams in diverse IT environments. Proficiency in designing, transitioning IT projects, processes (including operations) and continual service improvements (CSIs). Track record of delivering projects in multisourcing (MSI) and federated tooling environments.

> **Mission** - I am a problem solver at heart who aims to develop fit for purpose and simple solutions to meet the challenges of Innovation, Digitization and Automation while providing reliable and affordable IT services to clients.

📞 +91 808 216 1981	🌐 Willing to relocate and **immediately** available.
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WORK EXPERIENCE

Manager Projects and Client Services
e Mavens India Pvt Ltd

12/2018 – 10/2020   *Delhi, India*

eMavens offers Web Design, Mobile Development, eCommerce Solutions & Digital Marketing services for Start ups to big brands.

Achievements/Responsibilities

1. Lead UX (User experience), UI (User Interface) and development team to deliver projects to the customers.
2. Manage client relationships by offering upgrades and new offerings.
3. Provide end to end client support to clients during various stages of design, development, go live and post go live.
4. Manage sales pipeline and marketed services to prospective clients.
5. Introduced project management guidelines and practices to streamline operations and to improve productivity and work estimation.
6. Introduced Transition Planning and support process to market and deploy major enhancements to existing customers and products within estimated costs, time and quality estimates.

Change and Release Process Advisor
Royal Dutch Shell BSC (8 years and 11 months)

11/2008 – 09/2017   *Cyberjaya, Malaysia*

Shell is a global group of petrochemical companies. The Shell Business Service Centre Kuala Lumpur is one of six global business service centre.

Achievements/ Responsibilities

1. Product owner for tooling projects for service management (ITIL) stream. Lead projects for tooling (ServiceNow and HP Service Center) upgrades and transition projects. Maintained tooling road-map. Being product owner responsible for incident, problem, change and release management for service management tools
2. Led roll-out of first go-live of cloud-based services SharePoint Online, Office 365 within Shell for change and release management process. Rolled out Transition to support process for cloud based services.
3. Setup maintenance windows and emergency change freeze process across different suppliers working for Shell.
4. Led and steered the process team across suppliers(Network, Hosting, End user services and Applications) and reduced Major Incidents caused by the change by 37% during 2013-16 by effective monitoring of situations with Incident and Problem Management team.
5. Instrumental in improving Window operating system server security patching compliance (within 15 days of release) from the lows of 59% to the highs of 95% of the Windows estate (8000 plus servers). This was achieved within 4 months in a supplier managed hosting environment.
6. Led process assessment, audit and bench-marking initiative across suppliers to drive improvements and to manage process and operational risk. Supported and managed compliance activities by suppliers to drive effective and end to end execution of the process.

Role: Accountable for Release Management (Integration) team. Accountable for key performance indicators for change and release management and Transition to support process. Ensure KPI are met for team and other measurable data are analysed for trends/patterns and that proposed corrective actions or potential changes to process and tools are undertaken to help drive operational excellence. Provide SIAM, ITIL based process support while providing top quartile service to Shell businesses. Formulate 3 years forward release schedule/calendar for infrastructure. Be effective integrator by working with suppliers in a collaborative and effective manner. Provide inputs for vendor management team for updating and formulation of contracts with vendors.
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Ensure that changes can be implemented smoothly and with minimal or zero impact to operations. Ensure changes across multiple suppliers and Shell businesses can be successfully implemented within agreed maintenance windows. Drive ownership of structural improvements on the process that are related to poor performance, gaps, or process anomalies identified that prevent effective Operations. Participate in Audit control activities and ensure compliance. Chair the Change Advisory Board (CAB) and manage CAB conflicts. Develop and maintain the change, release and problem catalogue. Conduct process training as needed.

Service Assurance
Merrill Lynch Bank of America

07/2007 – 10/2008   *Harbour Front, Singapore*

Merrill Lynch (Now Merrill Lynch Bank of America) is one of the world's leading wealth management, capital markets and advisory companies, with offices in 40 countries and territories and total client assets of almost $2 trillion.

Achievements/Tasks

- Transitioned to electronic Change approval process from a manual process and Remedy tool.
- Played a major role in the roll-out of common change management process (global roll-out).
- Formulation of user training and testing scripts for new tools.
- Produced director level reports providing a weekly overview of issues in change management, incident management and problem management.

Role: Service assurance is responsible for Governance of Incident/Problem/Change/Config management and tools within the Enterprise Infrastructure Services division. Works closely with both Infra and non-Infra Business Units (Equity, Fixed Income, Operations, Corporate Services) to ensure transparency to the business. Host the weekly Change Advisory Board Meeting. Issue forward schedule of changes and reports for Asia Pacific Management Team providing an overview of service performance & IT infrastructure.

Change Management Analyst
Barclays Capital/Optimum Solutions

06/2005 – 06/2007   *Dhoby Guat, Singapore*

Achievements/Tasks

- Part of pioneer group of professionals that set up change management function at Global Support Center in Singapore.
- Worked with Development teams for in-house enhancements to change management tool. Acted as shift lead on weekends.
- In sourced by Barclays Capital from optimum solution.

Role: Support strategies and projects within the Barclays Capital for implementation of IT processes in General and change management process in particular.Documentation and version control of procedure and processes in the Global Support Center (Singapore) including Change Management process.

Change Management Consultant
Colt Technologies

09/2004 – 06/2005   *Gurgaon, India*

Achievements/Tasks

- Coordinating with different departments (Networks and Customer Services) to get the changes, projects executed within the SLAs or scheduled completion dates.

Coordinator Service Delivery
CSC (now DXC)

05/2003 – 09/2004   *Noida, India*

Achievements/Tasks

- Worked as Service Delivery Coordinator for CSC's (now DXC) Dunn and Bradstreet (DNB) account. This included Managing Leigh High Valley site for DNB account in the USA.
- Managed Service Requests from initiation to the fulfillment of ICMS (Install, Change, Move and Surplus), Acquisitions and Project related Activities.

Customer Care Specialist
IBM Daksh e Services India Pvt Ltd

09/2001 - 05/2003   *Gurgaon, India*

Achievements/Tasks

- Worked on Amazon.com project. Customer handling and mentoring new hires.

EDUCATION

Analytics and Big Data (2019) IIM Kashipur

MBA (2001)
Jammu University

Bachelor of Commerce
Jammu University (1999)

Diploma in Computers
STG-Software Technology Group

AWARDS

Competent Communicator badge Toastmasters

Nationality

Indian

INTERESTS

Volunteering, Yoga, Cricket, Swimming, Reading & Cooking.

CERTIFICATIONS

ITIL V2 & V3
Foundation, Foundation with Bridge, Intermediate - Release Control and Validation

LEAN
Foundation

PRINCE 2
Foundation

SKILLS

Experience in various ITIL and IT service management processes such as Change Management, Release Management, Incident and Problem Management, Service Delivery, Vendor Management, Service Level Management, Configuration Management and Operations. Skilled in general management functions as Project Management, Stakeholder Management, Application and Product Management. Soft skills including Public speaking, team leading and team management

TECHNICAL SKILLS

Analytics and Big Data
R Language, Python
Cloud Computing
AWS, Sharepoint, AEM
Microsoft Office Advance
Word, Excel

Projects and Programs

2018- 2020 - eCommerce Projects
Delivered 11 eCommerce projects to customers

2017 - ServiceNow Pilot
Lead ServiceNow Pilot and contributed to the white-paper and findings. Transition from HP Service center to Service Now.

2016 - CIO (Chief Information Officer) level reports
Reports and communications for compliance and process reporting. Created balanced scorecard for process reporting. Involved in data ETL (Extract, Transform and Loading) and reporting across different suppliers for patching, change and release management related activities.

Go-live of cloud based services (2016 – 2017)
First go-live of hybrid cloud-based services (SharePoint online) in Shell . Created process for Transition to support process for cloud based services

Emergency change freeze process across Shell (2015)
Instituted emergency change freeze process across different suppliers and businesses in Shell.

Release Management Contract (2014)
Lead efforts for release management contract renewal with Infrastructure suppliers.