Bharath Kumar

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## SUMMARY

• Around 9+ Years of experience in the IT Industry, managing 24\*7 production support projects

maintaining high quality standards in every delivery with non-negotiable timelines.

• Good understanding of ITIL, Project Management, Scrum and Agile methodologies.

• Experience in Identifying, tracking, managing, and resolving project issues effectively and efficiently

with a strong sense of urgency.

• Very well experienced with onsite-offshore execution model.

• Proficient in preparation of reports, dashboards, and documentation.

• Flexible to work off shift hours as required by the business including holidays.

• Train and develop both current & newly hired team members.

• Strong organizational and interpersonal skills, with experience developing and instilling a culture of

operational maturity.

**SKILL SET**

**Managerial**: Multitasking, Delegation, Problem solving, Decision making, Teamwork and mentoring.

**Operating Systems**: Windows XP, 7, 10

**ALM & Tools**: JIRA, Confluence, MS Project, Fisheye, Crucible, Bamboo, Subversion, Crowd,

CA Unicenter Asset Portfolio Management, TopTeam, HP ALM (v12.5 and v11.0),

Micro Focus Unified Functional Testing (UFT), CA IT Asset Management, Jenkins,

SonarQube, Nexus, TFS, xMatters, and CyberArk

**Database:** SQL Server

**Servers:** Windows 2008 R2, 2012 and 2016, Linux

**Monitoring Tools**: Solarwinds Orion, Splunk and Dynatrace

**Ticketing Tools**: CA Service Desk, HP Service Manager, BMC Remedy and Service-Now

**EDUCATION**

B. Tech – Computer Science and Engineering, JNTU Anantapur

**COURSES/TRAININGS**

1. PRINCE2® Foundation
2. PMI – Citizen Developer Foundation
3. Six Sigma Green Belt
4. Business Analysis Foundation
5. Software Project Management Foundation
6. Internal Auditor – GDPR

**CERTIFICATIONS**

1. ITIL® V3 Foundation
2. Certified ScrumMaster® (CSM®)
3. Microsoft Azure Fundamentals (AZ 900)

**PROFESSIONAL EXPERIENCE**

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| **1. Project Name** | Digital Identity Solutions - India UIDAI |
| **Role** | Lead Consultant |
| **Organization** | Wissen Infotech Pvt Ltd |
| **Client** | Mastercard |
| **Duration** | December 2019 – till date |
| **Location** | Pune, India |

**Responsibilities:**

* Works on day-to-day activities following documented work instructions with pre-defined process and procedures and operational tasks as documented in KB.
* Provide first-line investigation and diagnosis of all Incidents and Service Requests.
* Ensure consistent communications to all stakeholders on the UIDAI support operations, in a timely manner.
* Analyzing L3 related fixes and working along with Development teams for issue fix.
* Proactive at identifying and removing impediments.
* Take a holistic approach to problem solving, by connecting the dots during a production event thru the various technology stack that makes up the platform, to optimize mean time to recover.
* Establishes strong working relationships with internal stakeholders.
* Drives, anticipates, and embraces the change process by quickly learning new concepts and techniques and helping others to do so as well.
* Providing support to the customer with regards to the GFT, Scheduling of jobs in TWS and assisting the teams with regards to the changes and Change Management process.
* Maintain services once they are live by measuring and monitoring availability, latency, and overall system health.
* Practice sustainable incident response and blameless post-mortems.
* Event management – Ensure that the team monitors production IT infrastructure, detects events, investigates, and takes the correct control action, automates routine activities; provide mechanisms for early detection of incidents.
* Incident management - Driving, developing, managing, and maintaining the major incident process and associated procedures; ensure that the team follows the incident the management process for every incident.
* Problem management - Diagnose the root cause of incidents and to determine short term and/or long-term resolution(s) to those problems.
* Involved in PI planning meetings the product owner.
* Performed the Disaster Recovery (DR) exercise as part of annual task.
* Responsible to Support Emergency CM`s, Weekly, Maintenance and Monthly/Quarterly Production Releases.
* Evaluating work-items and deliverables on a daily/weekly basis with all the stakeholder teams.
* Handled the Customers on-boarding and License keys renewals.
* Involved in Detailed Implementation Plan (DIP) reviews for new features implementation and performed User Acceptance Testing (UAT) along with the Business partners.
* Provided 24\*7 support on rotational basis.

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| **2. Project Name** | IT Delivery Tools |
| **Role** | Technical Lead |
| **Organization** | Wissen Infotech Pvt Ltd |
| **Client** | IQVIA |
| **Duration** | September 2014 – November 2019 |
| **Location** | Bengaluru, India |

**Responsibilities:**

* Responsible for gathering the new requirements to check the feasibility.
* Led/Handling Day-to-Day operational issues faced by the application users and providing solutions as per SLA adherence.
* Involved in SonarQube implementation and upgrade of version from 5.6 to 6.7 in Production environment.
* Worked with IT architects to configure the SonarQube quality profiles.
* Good debugging, root cause analysis and problem-solving skills.
* Worked on HP ALM upgrade and projects migration activity.
* Configured the SonarQube plugins and integration with Bamboo for code analysis.
* Executed and involved in smoke test of SonarQube upgrade.
* Extensive Experience in HP ALM and SonarQube.
* Installed and configured the Micro Focus UFT application including license server set-up.
* SPOC for Change, Problem, and Incident Management implementation.
* Extensive experience in the administration of Atlassian Tools (JIRA, Confluence, Bamboo, Fisheye Crucible) along with Subversion Administration.
* Worked on CI/CD set-up environment for internal projects.
* Point of contact for provisioning of servers for new environments.
* Good experience on production support environment.
* Helped and involved in implementation of Continuous Integration and deployment using various tools.
* Responsible for tools upgrade and POC set-up on DEV environment.
* Excellent in problem solving, analytical, communication skills and able to effectively manage time and prioritize multiple projects.
* Ability to communicate effectively to both senior business and IT stakeholders and delivery teams.
* Customer focused, organized, detail oriented with the ability to meet deadlines.
* Always looking for the next challenge, with the desire to continue growing to benefit self, colleagues, and the organization.
* Worked on Test scripts implementation and generated EOT for releases validation.
* Responsible for License management and continues improvement of process.
* Involved in effort estimation for the new projects, feasibility analysis.
* Good debugging, root cause analysis and problem-solving skills.
* Performed the manual testing and UAT for application releases.
* Led team and client meetings which include generation of metrics.
* Responsible for vendor management support tickets.
* Organized the events and mentor junior resources.
* Provided 24\*7 support on rotational basis.

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| **3. Project Name** | IT Asset Management (ITAM) |
| **Role** | Software Engineer |
| **Organization** | Wissen Infotech Pvt Ltd |
| **Client** | GE Healthcare |
| **Duration** | April 2012 - August 2014 |
| **Location** | Bengaluru, India |

**Responsibilities:**

* Keep track of all the assets like Hardware and Software Assets for all GEHC locations.
* Software deployments of Desktop and Enterprise rollouts across Organization.
* Installation of the new DSM servers when new location comes to the GEHC.
* Deploying Microsoft Office patches whenever new patches come and make sure at least 95% target is achieved.
* Installation of DSM Scalability servers and performing administrative tasks.
* Expertise in creation of SOP (Standard Operating Procedure) documents.
* Supporting the infrastructure by providing the information for which the requests have been raised by Businesses within SLA aligning to ITIL process.
* Resolving the issues in the DSM (Desktop and Server Management) like Engine problem.
* Software catalogue enabling for authorized users.
* Handling of CA Service Desk and Support Central requests.
* Troubleshooting of software installation issues by taking control of user machine remotely.
* Generating Ad hoc reports based on client requirements.
* Checking the services and performance of all server status and generating results report.
* Implementation of DSM patches and migration of the Agents to new version.
* To make sure that the deliveries to the client are on time.
* Working on the obsolete machines, finding the root cause and troubleshooting them with the help of business to maintain 95% of active agents which in turn improve report quality and rate of software deployment.
* Customization of different report templates.