**Hemant Mittal**



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**Objective:** Currently desiring leadership challenges, to drive ECM initiatives, utilizing the design skills & administration experiences, gathered so far, resulting in Growth, both for Organization & Professional Self along with total customer satisfaction

**Business Consultant - ECM / Solution Architect - ECM / Technical Architect - Documentum**

**Executive Summary:** Being a Technocrat turned into a self-motivated **IT Professional**, offering 14+ years, including **International (KSA) experience**, of rich design skills and insightful implementation experience, gained during career span, in Implementing Enterprise Content Management Solutions, Documentum Administration, Project Coordination & Delivery, System Design & Implementation, Team Direction & People Management as well as using highly scalable & secure web services, and application development based on Agile methodology

**Core Competencies**

* Project Execution & Delivery
* Enterprise Content Management
* Administrate/Manage Documentum
* IT Service Delivery Management
* Solution/Technical Architecture
* Elicitate/Finalize business pain-points
* Agile (SCRUM) development methods
* Development Life Cycle (SDLC)
* Team Administration & Leadership

**Technical Competencies**

* **Documentum Products:** Content Server 4i to 16.x, WebTop/DA/WDK, DFC, Web Publisher, Forms Builder, SCS, e-Room, SourceOne, Application Builder, Application Installer, Composer, Workflow Builder, Life Cycle Manager, BOCS, Retention Policy Services (RPS).
* **Application Servers:** BEA WebLogic 8.1/9, IBM Web Sphere 6.0.1, Tomcat 4/5, IIS 4.0/6
* **Operating Systems:** Windows, UNIX (Solaris 8/9 & SCO), Linux, DOS 6.22
* **Languages:** DQL, DocBasic, Java 1.6, XML, HTML, CSS, C# 4.x, JavaScript, VBScript, VB 5/6, Perl-Script, COBOL 74/M.F.C.
* **Databases:** Oracle 8/9/10/11, MS SQL Server 7/2000, DB2 UDB 8.1, MySQL
* **Frameworks:** Strut 1.2.7, Business Objects Framework (BOF)
* **Tools:** WDK, DFC, API, JSP, XSLT, ASP, ASP.NET 4.x, Eclipse RCP/Plugins, VB.NET 4.x, Power Builder 4/5
* **Utilities:** DBase IV, FoxPro 2.6

**Special Mention**

* Currently engaged with **Accenture Pvt. Ltd., Pune, India** as **Technical Architect** since Feb 2012. Acting in the role of Service Manager & Delivery Manager for Analysis/Design/Development/Implementation for ECM solution (Documentum WDK/DFC/BOF/Jobs), WebTop & DA (6.x, 7x) based application & Capital Projects, to meet/exceed the techno-functional requirements.
* Experienced as a **Solution/Technical Architect**, conducting Functional Analysis (FA) of Business Requirements to define the Solution Strategy to Support the FA, thereafter Design most technically appropriate solution that meets/exceeds the business requirements along with integrity, performance, security, recoverability, etc. Providing an IT solution for implementation of an enterprise level business processes.
* A **CSM & Agile** Practitioner, with strong experience in all phases of **Software Development Life Cycle (SDLC)**, **from** business process study/analysis to finalize Requirement Specifications, design (HLD/LLD), solution development, test execution & integration of modules, deployment, configuration, implementation and post-implementation support. Also a **ITIL certified IT Service Delivery Professional**, including Support Services (migration/enhancement) & Managed Services
* A competent **Team Leader**, skilled in team administration including tasking, delegation, monitoring and feed-back, as well as in performance review, skill upgrade, motivation and mentoring
* A cohesive **Team Player**, having Fast Learning curve, along with innovation, negotiation, analytical, problem solving, communication & interpersonal skills

**Experience Snapshot**



**Accenture Pvt. Ltd., Pune, India**

***Technical Architect*** *(Feb 2012 onwards)*

* Leading a team of 12 resources, as Documentum Project Manager & Technical Architect, with the added responsibilities of Service Manager & Delivery Manager for multiple (4) projects for international clients from divers sector of industries.
* Providing over sight to Analysis, Design/Architecture, Development & Testing and Implementation of ECM solution (Documentum WDK/DFC/BOF/Jobs), WebTop & DA (6.x, 7x) based application & Capital Projects, to meet/exceed the techno-functional requirements.
* Developing an appropriate technical design for the business objectives, after requirement gathering from client stakeholders, while integrating SAP with Documentum solutions along with Documentum Archival Services for SAP.
* Abiding by the functions of Project Life Cycle, including project initiation, requirement finalization for scoping/SOW, estimations (effort/time/cost), budgeting, execution planning, high level risk analysis/mitigation, requirement traceability matrices, monitoring project progress till final delivery.
* Supporting conducting RCA for incidents/issue resolution for Documentum solutions, enabling resolution of same or escalation to proper authority along with support of Retention Policy Services, for documents getting imported.
* Engaged in multiple tasks like implementing Kerberos system for Authentication & Single Sign-On, Upgrade & Migration, from Documentum 6.7SP1 to 7.2, Infrastructure management, Routine/Preventive Support of systems/solutions, etc.
* Performing team development & people management tasks like resolving conflicts, career planning, knowledge transfer to upgrade their skills, mentoring and motivation for productivity improvement of the team.



**Capgemini Technology Services India Ltd., Pune, India**

***Team Lead*** *(Jul 2010 to Feb 2012)*

* Led a team of over 20 resources, in a couple of projects, the initial one being for implementation of a Seibel solution & integration with Documentum repository and the later one as a support project of migration of Documentum solution.
* Both of these projects were in geography of France, interacting with client to gather business requirements 7 to finalize same to Requirement Specification documents for designing and finalizing approach for solution development.
* Provided over sight to project execution following the functions of project life cycle from project initiation to final deliverables complying with time-line, budget and quality parameters.
* Engaged in task like customization of import & advance search, enhancing the Documentum solution to add 14 different countries & its related values on the screens, development of functions for permission, counter, resolver’s scripts, etc..



**Ness Technologies India Pvt. Ltd., Pune, India**

***Sr. Consultant*** *(Aug 2009 to Jul 2010)*

* Guided the team in a long term project for development of a file for archiving, sharing and managing employee documents in an effective/secured way, while providing support services for version migration and integration, as well.
* The new function developed had many benefits - development of one standardized Digital Employee Folder, improvement of Information availability, enabling HR & other authorized users to organize, archive & share employee documents, in an accessible/secure way, access employee documents from different interfaces (SAP/DCTM WebTop), etc.
* Consulted with the users for studying/analyzing the pain-points & needs of business to finalize the requirement specification to design and finalize the solution development approach, so as to finally deploy and deliver the solution.
* Engaged, further, in tasks like - customization of WebTop components like Import, Advance search, View & Scan, migration of WebTop 5.3sp2 customized components into WebTop 6.5sp2 environment, integration of WebTop components with SAP, etc.

**Previous Engagements**



**Wipro Technologies Ltd., Pune, India**

***Sr. Consultant*** *(Jul 2007 to Aug 2009)*



**Impact Systems Inc., Pune India**

***Sr. Consultant*** *(Jul 2005 to Jul 2007)*

**Education**

* **M.C.M.**, from University of Poona, India (2005)
* **B.Sc. (Computer Maintenance)**, from Pune University, India (2003)

**Accreditation**

* **Certified Scrum Master (CSM)**
* **Certified Agile Practitioner**
* **ITIL (Foundation) certified in ITSM**
* Project Management Professional (PMP) training
* Trained in AWS Solution Architecture
* Documentum 5.x,6.7sp2, WebTop 5.x, 6.7sp2 training
* Trained on Documentum Application Development for Desktop Client and Workspace
* Documentum Application Development with WDK Training
* Trained in Documentum Web Content Management

**Project Summary**

|  |
| --- |
| **Organization: Accenture Technologies**   |
| **Duration: Feb 2012 - Present**  |
| **Project** | **Solution Implementation** |
| **Client** | SADARA (Saudi Arabia) |
| **Team Size** | 12+ |
| **Environment** | Documentum 7x, xPlore, High Availability of Application & content servers, WebTop customization, DA,DQL, API, DFC, Composer, SQL Server, JBoss, SAP integration with Documentum. Retention Policy services (RPS).  |
| **Details** | SADARA is a Chemical Industry and the project scoped at implementation of application that is related to its different business units. The project is an on0site one in Saudi Arabia location at AlTurki, while also travelled to Al-Jubail.  |
| **Role** | Solution Architect  |
| **Responsibility** | * Documentum Project manager and Technical Architect
 |
|  | * Responsible of their performance reviews and promotions.
 |
| * Hands on WebTop & DA (6.x, 7x) based application.
 |
| * Documentum Application Architect. Able to provide a technical design for the business requirements
 |
| * Requirement gathering from client’s stakeholders
 |
| * Creating project charter, project plan and design
 |
| * Creating estimations and high level risk analysis
 |
| * Creating requirements traceability matrices
 |
| * Creating Work packages and their delivery plans
 |
| * Managing team members, their conflicts, performance and promotions handling
 |
| * Project deliverables
 |
| * Project closers handling
 |
| * Experience on DFC, WDK, DFS, LDAP, JOBs, Workflows, ACLs, Groups, Roles, TBOs, Preset etc.
 |
| * Experience on Java Method services.
 |
| * SAP integration with Documentum.
 |
| * Skills on troubleshooting & performing a RCA for issues in Documentum.
 |
| * xPlore, FTI knowledge or hands on
 |
| * Good communication skills
 |
| * Team handling skills
 |
| * Retention Policy Services for documents getting imported.
 |
| * Documentum Archival Services for SAP.
 |
| * Kerberos setup for Authentication and Single Sign On
 |
| * Upgrade and Migration from Documentum 6.7SP1 to 7.2.
 |
| **Project** | **Solution Development** |
| **Client** | GSK (Life Sciences)  |
| **Details** | GSK is into a life sciences domain, delivering transformational medicines through R&D innovation in oncology. Gathered detailed knowledge on terms and phases, of drug developments like GxP, GCP, GMP, GLP, GDP, GAP, GRP The project aimed for solution for Phases of Drug development like - Phase 1 - Discovery and Development; Phase 2 - Preclinical Research; Phase 3 - Clinical Research; Phase 4 - FDA Review (Food & Drug Administration); Phase 5 - FDA Post-Market Safety Monitoring |
| **Role** | Service Manager |
| **Responsibility** | * Acted as theApplication Owner
 |
|  | * Application Incident, service requests, Change request & Problem Management
 |
| * Infrastructure Maintenance
 |
| * Level 2 & Level 3 Support
 |
| * Technical Competency
 |
| * Preventive Maintenance
 |
| * Operations Support
 |
| * Took KT from external support vendors of about 13 Documentum applications.
 |
| * Identified and planned the strategy for KT execution and business involvements.
 |
| * Created and delivered various documentations, recordings, etc. artifacts during and post KT.
 |
| * Created Risk analysis document to highlight high, medium and low areas of risks and their mitigation plans.
 |
| * Handled daily and weekly meetings with key stakeholders and client.
 |
| * Team handling
 |
| * SLA for Incidents / work orders to me maintained.
 |
| * Team mates performance reviews
 |
| * Problem Management handling.
 |
| **Project** | **Support Delivery** |
| **Client** | UBS (UK)  |
| **Team Size** | 12+ |
| **Environment** | Documentum 5.3, 5.5, 6.5 SP2 and 6.6, Desktop client, WebTop customization, DA, DQL, API, DFC, Composer, Oracle.  |
| **Details** | UBS is a Swiss banks and the project objectives were support services delivery & minor enhancements of application, related to HR procedures.  |
| **Role** | Team Lead  |
| **Responsibility** | * Project manager for support project
 |
|  | * Application Incident & Problem Management
 |
| * Infrastructure Maintenance
 |
| * Level 2 & Level 3 Support
 |
| * Technical Competency
 |
| * Preventive Maintenance
 |
| * Operations Support
 |
| * Documentum Application Architect and provided a technical design for the business requirements
 |
| * SAP integration with Documentum.
 |
| * Troubleshooting & performing, conducting RCA, for issues in Documentum.
 |
| * Hands on experience of xPlore & FTI
 |
| * Good communication skills
 |
| * Team handling & responsible for their performance reviews and promotions.
 |
| **Project** | **Support Delivery** |
| **Client** | Merck (USA - Lifesciences)  |
| **Environment** | Documentum DFC , WDK, WebTop, BOF, Composer, Java, Java Script, Oracle 9i.  |
| **Details** | Merck is a global research-driven pharmaceutical company, head quartered at Whitehouse Station, New Jersey. Merck is dedicated in - discover, develop, manufacture and market a broad range of innovative products to improve human and animal health, directly and through its joint Ventures. This project was for support service delivery & minor enhancement, as a KBR (Keep Business Running) and was involved since requirement gathering, scheduling of activities, resource task assignments, and execution of IQ/OQ, reviewing the IQ/OQ and delivery and deployment on Production environment other than DEV, TEST & UAT.  |
| **Role** | Team Lead  |
| **Responsibility** | * Team handling & performance reviews
 |
|  | * SLA for Incidents / work orders to me maintained.
 |
| * Team mates
 |
| * MSPS Timesheet reporting and adding, assigning tasks to all using MPP.
 |
| * Problem Management handling.
 |
| * Application Incident & Problem Management
 |
| * Infrastructure Maintenance
 |
| * Level 2 & Level 3 Support
 |
| * Preventive Maintenance
 |
| * Operations Support
 |
|  |  |
| **Organization: Capgemini Technology Services India Ltd., Pune, India** |
| **Duration:**  **July 2010 - Feb 2012**  |
| **Project** | **Migration from 6.5 to 6.6 (France)**  |
| **Team Size** | 20+ |
| **Environment** | J2sdk 1.6, JSP, Apache Tomcat 6.0, WebTop 6.5sp2 / 6.6, DA 6.5 SP2 / 6.6, Composer  |
| **Details** | The scope of this project was for Migration of Documentum 6.5 sp2 environment to 6.6 involving three applications - PMP, COE and Open space. A new environment was needed for migration, i.e. new database MS SQL Server 2008, new system for CS 6.6, where repositories are created and no external tools used.  |
| **Role** | Team Lead  |
| **Responsibilities** | * Team administration & their performance reviews and promotions.
 |
|  | * Requirement Analysis, Design, Development & Implementation.
 |
| **Project** | **Seibel Rollout (France)**  |
| **Environment** | J2sdk 1.6, JSP, Apache Tomcat 6.0, WebTop 6.5sp2 / 6.6, DA 6.5 SP2 / 6.6, Composer  |
| **Details** | A project for Seibel solution implementation that enables user of different countries to import their files/documents in a Documentum repository. A user of a particular country can import or create document under its country. While import/ create document he is asked for a document type under which he want to import the document. An Admin user unlike other users can import or search documents of all the countries supported in this project. |
| **Role** | Team Lead  |
| **Responsibilities** | * Interaction with client to gather information
 |
|  | * Handling project related activities
 |
| * Designing and approach finalizing for development
 |
| * Deploying and deliver management.
 |
| * Customization of import, advance search.
 |
| * Added 14 different countries and its related values on the screen.
 |
| * Permission, counter, resolver’s scripts etc. creation were involved in the project.
 |
|  |  |
| **Organization: Ness Technologies India Ltd., Pune, India**  |
| **Duration: Aug 2009 - July 2010**  |
| **Project** | Solution Development & Support |
| **Environment** | J2sdk 1.4 / 1.5/ 1.6, DFC 53sp3, XML, JSP, Apache Tomcat 5.0, WebTop 53sp3 / 6.5sp2, DA 53sp3 / 6.5 SP2, DAB,E-Connector, SAP, Composer.  |
| **Details** | This project aimed at development of The Employee File, a system for archiving, sharing and managing employee document, in an effective and secured way. This application contained various benefits - It creates one standardized Digital Employee Folder throughout Ness; It improves Information availability; It enabled the HR and other authorized users to organize and archive employees' documents in an accessible way; It allows authorized users to share documents in a secured manner; Employee's documents will be archived in a single repository; Employee's documents can be accessed from different interfaces (SAP, DCTM WebTop); Employee folder hierarchic structure – Unified / Heterogeneous; Complete authorizations based (Integrated) procedures – According to HR / CO hierarchy and` the different roles; Advanced searching and filtering capabilities; Document system management capabilities (Auditing, Security, Version Management, BPM etc.); Documentum job will map all the data from the SAP application  |
| **Role** | Sr. Consultant |
| **Responsibilities** | * Interaction with client to gather information
 |
|  | * Handling project related activities
 |
| * Designing and approach finalizing for development
 |
| * Deploying and deliver management.
 |
| * Customization of WebTop components like Import, Advance search, View and Scan.
 |
| * Migration of WebTop 5.3sp2 customized components into WebTop 6.5sp2 environment.
 |
|  | * SAP integration with WebTop components.
 |
|  |  |
| **Projects** | **Cadbury Distributors System & Osho Tao Publishing System**  |
| **Client** | Infoworld |
| **Duration** | Feb 1995 - Jan 1996 |
| **Environment** | FoxPro 2.5, Pentium Machine, LAN.  |
| **Role** | Consultant & Programmer  |
|  |  |
| **Project** | **Softech to MF Cobol Conversion**  |
| **Environment** | UNIX, MF COBOL, Softech COBOL, C.  |
| **Role** | Development & Testing  |

**Personal Detail**

Date of birth: June 5, 1981

Languages known: English, Hindi and Marathi

Nationality: Indian

Passport details: M4218627 (valid till Dec 2024)