

CHINMAY PATTANAYAK

AWS & PMP CERTIFIED

BANGALORE-560017

KARNATAKA



About Me



19yr Experience



January 10, 1979



Bangalore, Karnataka



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Capabilities & Prior Experience

Proficient & well versed with full cycle project execution, SQA checks, process consulting & operational excellence, Proposal writing, Requirement engineering, Cost optimization, Customer engagement, Configuration mgmt, Knowledge and People mgmt. Can drive continuous measurement and improvement in user experience, IT productivity and effectiveness. Tools / Methods used – MS Project, Excel, Visio, Project metrics, Terraform, Docker, Microservices, Cloud Formation, Kubernetes, Windows and UNIX (Solaris, Linux, HP/UX), Use case models, DB2, PL / SQL.

Proficient with standard processes for the products/services in the domains of Industry automation (Industrial IOT), Travel (Booking system, inventory), eCommerce (inventory management, customer portal, digital marketing, taxation, etc), AWS cloud based CMS excellence (Magento, Alfresco, etc) , Banking/Finance (Investment banking – Portfolio Implementation/Rebalancing, Asset Allocation, Investment Consulting, Retail banking – Term Deposits, Account Maintenance), Insurance (Claims Mgmt, Billing & Payments), Retail (Catalogue Mgmt, Order Distribution/Processing, Revenue recognition, Inventory Mgmt, Space planning, Invoice matching, Accounts Payable, Returns & Charge backs)

Prepared Project plans / SOW, SRS / BRD / HLD, Architecture and Workflow diagram, Test strategy, Risk mitigation plan, Implementation, Back – out plan. Performed effort estimation for large / complex projects, budgeting, forecasting resource needs, monitoring cost / schedule variances, comprehensive reviews of deliverables, defect prevention and change control activities. I was also responsible for training, knowledge transfers, performance appraisals, career path guidance and conflict resolutions.

Ensured compliance with organization's engagement delivery processes encompassing quality of service as well as contractual requirements. Worked closely with senior management in policy / process / guideline formulation, implementation and roll – out.



Education

Bachelor of Engineering (Electronics)

NIST, Odisha



Responsibilities

- Coordinate internal resources and third parties/vendors for the flawless execution of projects
- Ensure that all projects are delivered on-time, within scope and within budget
- Assist in the definition of project scope and objectives, involving all relevant stakeholders and ensuring technical feasibility
- Ensure resource availability and allocation
- Develop a detailed project plan to monitor and track progress
- Manage changes to the project scope, project schedule and project costs using appropriate verification techniques
- Measure project performance using appropriate tools and techniques
- Report and escalate to management as needed
- Manage the relationship with the client and all stakeholders
- Perform risk management to minimize project risks
- Establish and maintain relationships with third parties/vendors
- Create and maintain comprehensive project documentation
- Meet with clients to take detailed ordering briefs and clarify specific requirements of each project
- Delegate project tasks based on junior staff members' individual strengths, skill sets and experience levels
- Track project performance, specifically to analyze the successful completion of short and long-term goals
- Meet budgetary objectives and make adjustments to project constraints based on financial analysis
- Develop comprehensive project plans to be shared with clients as well as other staff members
- Use and continually develop leadership skills
- Attend conferences and training as required to maintain proficiency
- Perform other related duties as assigned
- Develop spreadsheets, diagrams and process maps to document needs



Skills

- PMP
- AWS Solution Architect



Work Experience

Jan 2012 – Continuing (10 years)

Senior Technical Project Manager

PDAC Microsystems Pvt Ltd (Acquired Delphic Solutions)

Hyderabad, Bangalore

PDAC Microsystems (P) Limited is a Technology Company started by a team of Technocrats with a vision to provide State-Of-Art products and solutions to customers in diverse market segments. It had recently acquired Delphic Solutions thereby fostering the amalgamation of application and web development with integrated solutions. Few of niche projects are as mentioned below :

- **Project:** Traka **Client:** ASSA ABLOY **Domain:** Salesforce, AWS, Terraform

Traka needed data in real-time, something their paper based system could not provide. Their tech support manages approximately 4,300 cases annually, resulting in 3,000 site visits by its UK engineering team. They needed a solution that would be easy to implement across all their offices. They were interested in something flexible and easy to access for their field service team and office staff, and wanted a robust field service solution on the cloud. It was easy to implement for Traka, who took advantage of the cloud-based work order management capabilities. After implementation, they immediately took advantage of the other benefits. Advanced Scheduling sends engineers to the right place at the right time. On site, these engineers unprecedented complete visibility into customer data. They can access service records and all customer details both on- or offline. Chatter is used as a key communication tool in the field and across the office staff.

- **Project:** Lightning **Client:** Urban Ladder **Domain:** Salesforce, AWS, GCP

With SFDC, Urban Ladder now has the capability and data to deliver on its customer-centric vision. Agents are empowered with details about customers' past interactions and preferences and able to provide more personalized and proactive service. Service Cloud workflows and reporting was implemented to leverage tracking of cases and measure the performance of SLAs so Urban Ladder can continue to drive best practice. Service Cloud was implemented to collect information on what customers want next as it looks to create new categories of products and experiences and push further into augmented reality.

There were multiple workloads running on Google Cloud Platform and it was required to migrate their entire B2C application from GCP to AWS. There were applications to cater to their customer facing mobile app APIs with Backend Database as MySQL.

AWS Asia Pacific (Mumbai) ap-south-1 region was considered for the hosting of applications. All the servers behind the application load balancers were provisioned in private subnets in different AZs, which in turn was behind ELB. ELB would offload the SSL certificate and send traffic to appropriate instance. Public facing servers were launched in public subnet based on the requirement. OpenVPN server was provisioned to connect directly to the instances in private servers from local. RDS MySQL with Read replica was configured for Database. AWS ACM was used for SSL certificates to be applied on ELB. Elasticsearch was provisioned to be used as managed service and was replicated to AWS by backup and restore. RabbitMQ and ActiveMQ were configured on EC2. NAT Gateway was used for all outgoing internet connections from private servers. AWS CloudTrail was enabled to monitor activity on the AWS account. AWS CloudWatch setup was done for monitoring of the servers. Route53 was used as DNS Service for weighted routing between GCP and AWS before routing 100% traffic to AWS.

SF components were running on Force cloud which was managing the business logic of SF specific activities.

The project was challenging as in spite of having premium instances of AWS, it never allowed competitor (particularly Google) products not even Chrome to be deployed on AWS.

- **Project:** DAIS **Client:** SIEMENS **Domain:** IoT, Microservices

SIEMENS helped DAIS India design and implement an environment that could support its security needs. It involved enhancing of security infrastructures. The ASSA ABLOY infrastructure operates in 3 tiered layers including data, business and presentation layer. The implementation of AB products enabled the automation of security process thereby enabling the transparency, error free process for customers, so that they can concentrate on high level activities of underlying business. The complete process was automated and digitization of audit trail was enhanced to highest level.

- **Project:** Citrus **Client:** PayU **Domain:** AWS, Magento

AWS helped PayU India design and implement an environment that could support its needs. It involved migration of Magento EE from version 1.x to latest 2.x in AWS. It required creation of images of version 2.x depending upon customers' requirement in AWS thereby easing the usage and integration with existing payment gateways. The latest version is still under development which will automate the installation process for customers thereby creating compatible DBs with required version of Magento as well as connecting different services at one shot. The AWS infrastructure operates in an Amazon Virtual Private Cloud (Amazon VPC) to provide tiered security, since a virtual private network connects the environment with the colocated data center that continues to host dependent systems. PayU India replicates databases within the AWS infrastructure, and a subset of the transactions are moved to an Amazon Redshift data warehouse, where queries are run to reconcile reports and payments and understand user behavior. PayU India is also using AWS Lambda to manage AWS resources and run code in response to events.

- **Project:** Galileo **Client:** NINL **Domain:** IOT

This project proposes efficient industry automation system that allows users to efficiently control industry appliances/machines over the internet. The system uses an AVR family microcontroller for processing all user commands. A Wi-Fi modem is used to connect to the internet and receive user commands. It was based on **Arduino IDE** over Intel Galileo. The prime requirement was to optimize the production unit based on AI supported by SAP.

- **Project:** IMG Rebuild **Client:** IMG Inc. **Domain:** Fashion

I was SPOC for scheduling strategic sprint releases and resolving production issues for the client's global personalized application, managed dashboard reporting and business communication of project's performance and implemented a mechanism for metric data collection. From the **DevOps** perspective, the metrics were constantly evaluated and areas of improvement identified in support of an effective project management control using **Atlassian suite (Jira, Confluence and Bamboo)**. CMS used was Drupal. It involved migration of IMG application based on **Kentico** which was **Microsoft .NET** based CMS on Azure to open source **Drupal** version 8.0

- **Project:** hipboutiquehotels **Client:** Hip Boutique Hotels **Domain:** Travel

I managed a services platform upgradation project in which client's sales application was enabled to handle the deferred orders in the portal and recognize the revenue out of it at the time of settlement. CMS used was Wordpress.

- **Project:** Odisha Mall **Client:** Odisha Mall **Domain:** eCommerce

I was responsible for providing application support and maintenance to client's MPP applications, designed and implemented a system – wide L1/2 support model and robust Incident management system. Fishbone / casual analysis were done for root cause resolution, trend and statistical analysis were carried out on the SLA / OLA data to showcase productivity improvements and to recommend steps for further improvement in operational excellence and business outcomes. CMS used was Magento.

Mar 2009 – Dec 2011 (3 years)

Team Leader

GalaxE Solutions

Bangalore

GalaxE was a leading global professional services company providing a broad range of services under iconic brands including Outsource to America™ and GxForce™. Website <http://www.galaxe.com>. Industries Information Technology and Services. Company size 1001-5000 employees. Headquarters Somerset, New Jersey.

Few of niche projects were as mentioned below :

- **Project:** B2C **Client:** medco Inc. **Domain:** PBM

I was SPOC for scheduling strategic sprint releases and resolving production issues for the client's global personalized application, managed dashboard reporting and business communication of project's performance and implemented a mechanism for metric data collection. From the PMO perspective, the metrics were constantly evaluated and areas of improvement identified in support of an effective project management control. Technology used was Alfresco and BroadVision.

Jun 2006 – Mar 2009 (3 years)

IT Analyst

TCS

Bangalore

Tata Consultancy Services Limited is an Indian multinational information technology services and consulting company headquartered in Mumbai, Maharashtra, India.

Few of niche projects were as mentioned below :

- **Project:** CSW Baseline **Client:** JP Morgan & Chase **Domain:** Finance

I was responsible for suggesting appropriate investment strategies for generating over average annualized returns to the HNIs having portfolios in client's wealth management application.

Dec 2005 – Jun 2006 (1 year)

Application Programmer

IBM

Bangalore

Few of niche projects were as mentioned below :

- **Project:** B2C **Client:** medco Inc. **Domain:** PBM

It involves feature enhancements in existing portals, bug fixing as well as implementing new business logic and functionality. It also involves content updating activities in BroadVision using C++ & JSP as programming language on HPUX platform.

Oct 2004 – Dec 2005 (1 year)

Senior Software Engineer

MphasiS

Bangalore

Few of niche projects were as mentioned below :

- **Project:** Oceans **Client:** Reuters **Domain:** Media

The project involves reverse engineering of existing code and to rewrite the existing code for enhancement and fixing of bugs in earlier versions. Bottleneck in the existing code at that time were eliminated for which there used to be packet loss during transmission. It was fixed by keeping the available resource under control.

Aug 2001 – Aug 2004 (3 years)

Junior Product Analyst

Ansumat Sytems

Chennai

Few of niche projects were as mentioned below :

- **Project:** Tool development **Client:** Standard Chartered Bank **Domain:** Finance

Provided backend support to the financial representatives who accessed CRM application for viewing customers' information, their securities account data and suggested them relevant Oct 2004 – Dec 2005 (1 year)

Computer Proficiency

- Windows and UNIX
- System architecture
- MS Office suites

Languages

- Hindi
- English
- Oriya

Key Achievements

Certified in Project Management conducted by TCS, Bangalore

AWS certified

Trained on QMS, ITIL and Six – Sigma (Green Belt)

National Stock Exchange certified in Financial Markets.

Received MVP award for individual contribution and Best project award on delivery excellence.