**BRIJ MOHAN**

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**Professional Summary**

* More than 8 years of experience in different domains with extensive knowledge in client services, operations, project coordination, product development in Agile environment.
* A resourceful and result-oriented team player with integrity, professionalism and personal presence that earn respect and inspire cooperation. Possess excellent communication, interpersonal and decision-making skills together with a positive approach to problem solving.

**Technical Competencies**

* ITIL
* Agile
* Client Services
* Databases: MySQL, IBM Notes databases, Oracle 11g
* Product Management
* Product documentation: confluence, wiki.
* CSM tools: HPSM, JIRA, Salesforce, Maximo, Kayako, CaSDM, Rally

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| **Trantor - Work Experience** |  **Dec 2017 –till date** |

Job roles and responsibilities:

* Lead the Client Services Team for the Project in India.
* Taking initiative to exercise the best Agile practices in the industries.
* Gather technical requirements, access client capabilities and analyse findings to provide appropriate recommendations and adoptions strategy.
* Active participation in daily agile scrum meetings and strive to improve the team performance.
* Draft User stories and use cases based on the analysis of requirements from Clients.
* Negotiate with the Product owner on product enhancements in (CxO) forum for client requests and define Project scope.
* Retrospective of the delivered projects and providing insights to teams for improvements.
* Manage RACI matrix for the Project.
* Draft the User Stories for the development team and scope definition.
* Solely Taking care of Project operations (BAU) practicing ITIL.
* Deliver hot-fix and patch release management for the project.
* Manage Incidents, Change and problem for client escalation (technical).
* Provide product training to peers and trainees on the product features upon request.
* Facilitate a liaison between the product R&D development team and the onshore teams.
* Maintain product documentation related to process designing or reforms in the Product knowledge base on Wiki.
* Manage the whole Project Life cycle through CA Agile Rally.

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| **BirdEye India - Work Experience** | **Jun 2017 – Dec2017** |

Job roles and responsibilities:

* Managed B2B Accounts for BirdEye.
* On boarding of the new accounts.
* SaaS Product implementation using different integration methodologies.
* Gather technical requirements, specification from Clients.
* Handled complex issues related to Database Management software.
* Managed all vendors under the Project planning.
* Website integration for B2B accounts for widget code with different CMS such as Wordpress, etc.
* Make necessary changes in the MySQL database to take effects in production.
* Operational support to BirdEye’s RESTful API web services for B2B accounts.
* Conducted product training to partners on the launch of new product features upon request.
* Integrated CRMs, Practice Management System (PMS) with BirdEye to automate data load.
* Maintained Project documentation on BirdEye knowledge base in Wiki.
* Prepared Product demo for sales team for their meeting with prospective clients to grow business development opportunities.
* Maintained the product bug reporting in JIRA and prioritise the critical issues.

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| **GMO India - Work Experience** | **Jan 2016 – June 2017** |

Job roles and responsibilities:

* Lead the BAU operations support team in India for the Project.
* Delivered ITIL projects for process, workflow for Global Support team for new products and document in confluence.
* Created RACI matrix for different projects.
* Managed project backlog in JIRA and log Incidents causing blocker for operations.
* Supported the in-house sales engineers on several projects to define the roles of the support team.
* Trained new resources and prepared the training material for KT.
* Monitored GlobalSign’s web services through monitus.
* Trained IN sales team onto upcoming products to grow business opportunities.
* Represented the Major Incident Assessment Team (MIAT) to assess the Risk, RCA and take preventive measures in the projects and submit the report to CXO for closure.
* SSL Deployment on Web/Application servers. i.e. IIS, tomcat, apache, weblogic.
* Expertise in issues related to Digital certificates like Code Signing, AATL, code signing, etc.

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| **CitixSys India - Work Experience** |  **Aug 2015 – Jan 2016** |

Job roles and responsibilities:

* Worked as product consultant for an enterprise product in the retail domain.
* Handled a SaaS project including BAU operations.
* Requirement gathering for application customisation development team (CDT).
* Assistance to offshore product implementation managers to provide retail solutions.
* Manual testing for replicating the GUI, report, and database issues related to the project.
* Delivered hot-fix and patch release management for the project.
* Assisted sales teams with new product features for pre-sales.
* Conduct end user functional training on the product.
* Conflict management for payment issues related to applications services.
* License management for the product and presentation building for the company's pre sales activities.

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| **IBM India - Work Experience** |  **April 2014 - Apr 2015** |

Job roles and responsibilities:

* Worked in IBM GTS on the Payroll of IBM on a fixed term contract for one year.
* Worked as a Domino Server administrator in Email and Collaboration team with more than 2500 servers.
* Responsible for providing operational support to domino servers
* Handled BAU project operations to the client on incidents, requests, change, and work orders.
* Facilitated bridge calls with Incident management team for severe issues.
* Coordinated with the different technology teams during the change.
* Symantec cloud firewall Administration and report generation as per request.
* Access Control issues related to IBM Notes application, database.
* Life cycle management of the Domino Applications.
* Server administration for various purposes like restoration, reboot in case of server failure.
* Conduct weekly huddles with team members to follow up and prepare RCA.

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| **Wipro India - Work Experience** |  **Oct 2012 - Dec 2013** |

Job roles and responsibilities:

* Providing IT Infrastructure Management Support, Application support to HP B2B clients across North America.
* Troubleshooting through RDP or verbally over the phone and escalating the severe tickets to its dedicated teams.
* Responsible for First-level support for all IT related issues.
* Provide Support for windows base Applications like SAP, CSS workstation, Active Directory.
* Created new users in Active Directory.
* Product training to new employees.

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| **Educational Qualifications** |  |

* Bachelor of Technology, Computer Science & Engineering from Amity University (AUUP), NOIDA, INDIA in 2012 with 64%.
* Senior School from Rawal International School in Science from Central Board of Secondary Education (CBSE), New Delhi, India in 2008 with 71%.
* High School from Rawal International School in Science from Central Board of Secondary Education (CBSE), New Delhi, India in 2006 with 74%.

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| **STE Kotech, Tunisia - Internship** |  **April 2015 -July 2015** |

Job roles and responsibilities:

* Got an international opportunity in Tunisia
* Lead projects and managed delivery & Support for the company’s retail solutions.
* Conducted end user functional training on the product under project scope.
* Solely handled the business operational support for the project.
* Project scoping and created UAT documents.

**DECLARATION:**

I hereby declare that above mentioned information is correct up to my knowledge and I bear the responsibility for the correctness above mentioned particulars.

   Place:

 Date:                                                                                                                                                                      BRIJ MOHAN