

SUMMARY

Respected leader with distinguished extensive experience leading Operations and Programs for turnaround and high-growth organization for more than 19 years. Spearhead Cloud/Infrastructure/C/4HANA projects and proficiently achieved project deliverables within strict time, quality and budget parameters.

- Sr. IT Operation & Program Manager with over 15 years of in-depth experience led global E-commerce (C/4Hana Suit), Cloud Infrastructure projects.
- Presented IT strategies at CXO and board steering.
- Extensive international experienced led IT Operations in Germany, Poland, Swiss, South Africa, US and India.
- Created and executed IT strategic plans and roadmaps for increasing organization footprints.
- Strategic expansion of teams, competency development and showcase capabilities to deliver customer requirements.
- Successfully developed customer relationship and effective customer engagement. Working closely with CXO and key decision makers for effective program or practice budget of €35M to € 80M.
- Managed third parties such as Deloitte, Accenture, Capgemini and IBM for global projects.
- Developed off/onshore and near-shore capabilities.
- Managed local and virtual teams up to the size of 82 resources. Resource transitioning and mobilization for international projects.

EMPLOYMENT

07.2019 – Till Date	ZerosandOndes	Program Manager
02.2017 – 06.2019	SAP CX GmbH	Director – Cloud Trans. Deputy Head PMO
08.2016 – 12.2016	BCG GmbH	IT Project Lead
06.2015 – 05.2016	Accenture GmbH	Delivery Manager
05.2012 – 05.2015	Allianz Group	Sr. Project Manager
08.2011 – 05.2012	LeoEconomics	IT Consulting Lead
11.2009 – 08.2011	Zensar Technologies	Sr. Technical Lead
04.1999 – 08.2009	Spokotronics	Sr. IT Manager IT Manager Team Lead System Engineer

JOB REFERENCE

- Available as per request

CORE COMPETENCIES

MANAGEMENT

- Engagement Management Program Management Customer Success
- Cloud Operations
- Premium Level Operational Support Budget Management
- Cost Reeducation & Avoidance Strategic & Analysis Operational Excellence Software Development Change Management

- Contract Negotiation Board Steering Cloud Services Recruiting & Staffing
- Global Client Relations Leadership & Mentoring Post-Merger Integration

CLOUD SOLUTIONS / INTEGRATION

- ASW CloudFront / GCP Docker
- Kubernetes
- SAP Hybris Commerce Cloud AWS Codepipeline
- Jenkins & Code Build Product Management CD using TeamCity
- CI using GitHub

LANGUAGES

- English
- German

EDUCATION

- Master's degree – JNV University, India
- Bachelor's degree – JNV University, India

CERTIFICATION:

- Leadership: Institute of Directors
- Enterprise Architect: TOGAF Certified Cloud: AWS Solutions Architecture Associate Program Management: MSP Practitioner Project Management: Prince2 Practitioner
- Scrum: Scrum Master, Agile Master, Product Owner
- Processes: ITIL Expert, BPM Level 2
- Quality: Six Sigma Yellow Belt, COBIT

OTHER DETAILS

- Availability: 1 Week Notice

ROLES AND RESPONSIBILITIES

Program Managed Summary

- **E-Commerce programs:** Led a Europe-wide and Asia-Pacific teams to migrate SAP Hybris customers from Oracle to S/4HANA and to commission new e-commerce installations for customers such as Samsung.
- **C/4HANA Suit:** Managed strategic accounts for (Hybris) C/4HANA programs for various customers from commerce and marketing verticals. Inclusive of both on-prem and cloud solutions.
- **Application Development projects:** Led overall Program Management for platform enhancements, bug-fixes and new feature development for the C/4HANA cloud e-commerce suit.
- **Cloud Transformation Program:** Delivered cloud transformation programs for all LoB's including Commerce, C4C, Marketing, Sales and Service Cloud within SAP.
- **SAP Hybris using GCP:** Provisioned Hybris Commerce using Terraform for E-commerce customers. Using GCP Cloud Run service delivery e-shop for multi-country and shop reach for global market.

Tools & Processes

- ITIL Processes: Incident / Change / Release / Problem Management
- Scrum Master / Product Owner: SAFe, Scrum of Scrum, LeSS, Agile
- DevOps: CI (Continuous Integration) & CD (Continuous Deployment)
- CI Tools: Jenkins, Go DC, Bamboo, GitLab
- CD Tools: Jenkins, AWS CodeDeploy, Kubernetes, Shippable, Codeship, Chef, Puppet, Octopus, Azur DevOps, Ansible
- AWS Solutions: AWS CloudFront, GCP, Azure, Azure Active Directory, AWS EKS, AWS S3, AWS Cloud Watch
- HANA: C/4HANA (Commerce, Marketing, Sales, Service, Data Cloud), S/4HANA (HANA)
- SAP Expertise: Supply Chain Management, Logistic Execution System

erosandOnes (Client: eClear AG)

- Under direction of Chief Technology Officer and working with other internal stakeholders, Product Development to help optimize the technology architecture to support the best client experience.
- Infrastructure/Cluster Administration, Architect, Design and Planning
- Build a fully automated CI/CD Pipe line for different products across release environments
- Perform analysis Assist with plans for development groups and customers to effectively utilize CI/CD pipelines and cloud-based, containerized platforms and infrastructures
- Provide technical and cultural training, guidance and resource support for all department staff in the DevOps area
- Support client service teams in diagnosing client issues related to SaaS Solutions.
- Make recommendations in areas that require a high level of technical competency in the DevOps space, POC of new Proposal, Process creation and coach training sessions for the internal stack holders.

SAP Customer Experience (CX)

Director – C/4HANA Cloud Transformation & Operational Excellence

- Led Cloud Innovation and Transformation Program for SAP's Customer Experience (CX) max attention customer base. The line of products includes SuccessFactors, C4C, Hybris, and extensions on the C/4 HANA Cloud Platform.
- Delivered successful operations IT Services, Data Centers and L2 Support teams for global customers.
- Managed SAP Hybris ground up "Cloud Services" development and maturity. Lead and manage strategic services roadmap for development, design, transition and operational excellence.
- Drove Software Development for Hybris Core services. Leading cross-functional team for Infrablue prints for the multi cloud (AWS, Azur, Google Cloud), software design, product strategy for Hybris foundation services and customer offering.
- Architected Containerization solutions for Hybris Cloud Platform and code branching and deployment over Github and Jenkins
- Tool evaluation for technological fit such as Kubernetes, Docker, Chef, CDN (AWS, Chinacase, Akamaie)
- Built PMO for executive / strategic programs, budget governance, board reporting and distributed teams across LoB's.

Boston Consulting Group**IT Project Lead – Navigator and Link (Contractor Role)**

- Led 2 Scrum teams, working with cross-functional teams to reduce bottleneck and cost for the project, slashing time to delivery 22%.
- Setup scrum teams from scratch and facilitating Scrum of Scrum across multi discipline teams.
- Scrum Master for 6 products, completed an average of 10% under budget.
- Trained 3 Scrum Masters for other departments.
- Enforced Kanban usage, cutting cycle time 25%.

Accenture Gmbh**Delivery Unit Lead – Ecommerce and Operations**

- E-commerce Delivery Lead for Digital managing multiple programs for High-Tech, Power, and Industrial Machineries companies with a technological emphasis on Hybris and AEM.
- Led product development and IT operational budget for Top Tier customers for Hi-Tech vertical.
- Digital Advisor to customer CXO's for global roll-outs and product launch for various multi-country web-carts.
- Designed SAP Hybris Commerce Architecture on AWS for auto scaling and CI/CD pipeline using AWS Codepipeline.
- Created high-level architecture for SAP Hybris Application over AWS and managed SAP integration end to end.
- Migrations of SAP Hybris Commerce to AWS and setting up testing and production environments for code deployment.
- Led digital strategies, architecture, On-shore/Off-shore IT operations delivery and post mergers.
- Managed complex teams at onshore and offshore with direct reporting from 4 Project Managers and indirect reporting (4 Scrum Masters, 6 BA, 38 Hybris Dev & 22 AEM Dev.)

Allianz Managed Operations and Services (AMOS)**Service Manager**

- Led Allianz Global Network (AGN) program, which includes the responsibilities for Video Conferencing, Jabber, Mobile and Audio & Web (WebEx) service deployments and product development associated with Allianz worldwide rollouts and operational support.
- Presenting project status to the Head of Department and CIO for the budget, operational excellence and service delivery. Managed IT Infrastructure budget for **€ 65M** along with a team of **40 consultants**.

Project Manager

- Led Data Center Consolidation (DCC) program for IT Infrastructure aimed for over 3000 IT assets with HP servers, Cisco network devices, EMC storages under one EMEA Data Center at Munich.
- Migrated successfully 250+ logical business applications, database (DB) and operating systems under DCC.

Operations Manager

- Allianz Virtual Cloud (AVC) program for application virtualization and thin client rollouts for worldwide Allianz subsidiaries. Managing global support for level 1&2 with an incident rate of 15000-events/ month supported by 27 packagers.
- Managed team of 18 FTE's for Allianz 28 Organization Entities (OE) for Virtual Cloud and Xen Desktop day to day operational issues.
- Monitored operational KPI for OLA's and SLA's for internal team and customers led to Operations Excellence.

LeoEduconomics Pvt. Ltd. India**IT Consulting Lead / Sr. Director Software Development**

- Led a cross LoB taskforce with 40 direct and 20 matrix managed reports to develop in-house operational capabilities for premium maintenance customer base.
- Created AWS landing zone, network and data design.
- Worked on multiple enterprise level AWS Cloud migration projects for prestigious German clients
- Experience building & maintaining complex CI/CD pipelines
- Led roadmap for migration to a services-oriented architecture and led services Centre of Excellence (CoE). Key activities included defining: technology standards, services maturity model, the life cycle model, reference architecture, and governance strategy.
- Implemented operational transformation playbooks for Outage communication, Escalation Management and Crisis Management

Zensar Technologies Pvt. Ltd**Sr. Technical Lead**

- Led engagement with Account Managers and Business Heads for Cisco Systems to scope out project deliverables for Digital and IT Infrastructure rollouts globally along with 3rd party vendors such as Accenture, IBM and Infosys.
- Led global delivery of voice & data platform for different geographical infrastructure rollouts on networks and call routing. Ensuring IT infrastructure readiness and availability for call centre platform.

IT Operations Manager

- End to End responsible for Shared Services for various global clients. Provided cost-effective and support models for different Line of Business (LoB's).
- Enabled multi-skilled and (L2/L3) level teams for supporting IT infrastructure operations for 24X7X365. Monitored daily operational tasks and reported to the leadership and CXO's on monthly and quarterly for quality assurance.
- Migrated customer applications from traditions Data Centers to AWS EC2 solutions and configuration optimization.
- Resource mobilization for work transition and knowledge transfer. Executive service transition from due diligence to operations handover to offshore. Created knowledge base and process documentation with industry best practices.

Spokotronic India (LeoEduconomics) Pvt. Ltd**Sr. Manager Operations**

- Proficiently oversaw 50+ Engineers/ developer and managers within the global technical centre and safeguarded service delivery for the customers while establishing strategies, which supported the on-going software development of the Java base web development. Effectively drove workload transitions from various international technical centre's to South Africa.
- Expertly oversee the Tata Communication & Cosmocom Universe Inter-Data Center project as the Engagement Manager. Efficiently accomplish software development project deliverables over the Java platform for User Interface on Web. While performing as a key representative for all Tata Communication/Intertec Software Pvt Ltd. & Cosmocom Universe.