

Balasubramanya Basuvaraj

Summary

- Result-driven and customer-oriented professional having over 10+ years of experience as a Subject Matter Expert in Incident, Change, Release and Configuration Management in various IT disciplines.
- Experienced Service Management professional managing service relationships with multiple vendors including SLA management, reporting KPIs, Resourcing and Project Management using Scrum/Agile Methodology.
- Prince2 practitioner aiming to leverage considerable experience and efficiency expertise into project manager role. Excel at liaising between business and technical areas to achieve on-time, on-budget and on-spec project completions.
- More than 5 years of experience in leading team with track record for identifying opportunities to improve and deliver results in fast paced large-scale organization.
- A Leader with motivational management style, inspired by the business vision with a reputation for building teams and retaining talent.

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Projects and Process Improvements

Redefined Change Process for Handling Request for Simcorp Dimension Configuration Changes

- Reduced the time spent on change analysis by 50%
- Eliminated additional resource requirement by 40%
- Re-defined the change delivery windows so as to better plan go live window

Simcorp Dimension Release Upgrade (Yearly Recurring Project from 2009 - 2016)

- Prepared the end-to-end 'Go-Live' plan for the Release Upgrade including every step necessary and reported project status to management
- Worked with Application, Infrastructure, Development, Testing and Operations teams to define individual tasks and responsibilities and document the same in the go-live plan
- Prepared the 'Configuration Plan' including resourcing for the implementation of Configuration changes post technical upgrade
- Tracked the completion of each milestone of the go-live plan and reported to Management
- Acted as SPOC and escalated delays and issues arising out of upgrade immediately for resolution so as to resolve before start of business

Multiple Simcorp Dimension Projects from 2010 - 2016

- DCF File installation Project on Simcorp Dimension (Recurring Project)
- INS File installation Project on Simcorp Dimension (Recurring Project)

Education

- Cornell University, USA – Product Management Certificate
- Balaji Institute of Modern Management, India – Post Graduate Diploma in Management (Finance)
- Visveswaraya Technological University, India – Bachelor of Engineering (Telecommunications)

Certificates

- AWS Certified Cloud Practitioner
- ITIL4 Managing Professional
- All ITIL (2011) Intermediate Lifecycle Module Certificates in IT Service Strategy, IT Service Design, IT Service Transition, IT Service Operations and IT Continual Service Improvement
- PRINCE2® 2017 Practitioner
- 'DevOps Culture and Mindset', a Coursera course developed and delivered by University of California, Davis
- 'AWS Fundamentals: Going Cloud-Native', a Coursera course developed by AWS, and is delivered by AWS technical instructors

Skills

IT Change Management

IT Release Management

CCNA

ITIL

IT Deployment Management

IT Service Management

IT Configuration Management

Project Management

Problem Management

Incident Management

Measurement and Reporting

People Management

Service Continuity Management

Soft Skills

Leadership

Delegation

Conflict Resolution

Communication

Team Building

Coaching

Work Permit

Non-Restricted Work Permit: Authorized to work for any employer in United States (Visa Type: L2 EAD)

Key Deliverables as Incident/Change/Project Manager

- Ensured that the incident management process is followed and that incident and problem records accurately reflect actions taken / changes implemented to restore service; and record changes to Configuration Items are recorded
- Performed Post Incident Root Cause Analysis (RCA) for major incidents, including identifying the changes that may have caused them and recommend process and/or operational improvements
- Provided Management reporting on Incident Metrics and Incident Management performance
- Managed Incident Management bridge calls with all stakeholders including Application, Infrastructure, Development, Operations and Senior Management teams
- Reviewed change requests on daily basis for impact to global AM IT business and/or other projects
- 24x7 on-call escalation manager for Release Upgrades and other major releases in Production Environment
- Responsible to review incident and problem ticket trends and driving improvements to proactively identify trends and potential incidents.
- Responsible for identifying problems, analyze and recommend improvement plan with solutions obtained from technical teams.
- Point of Contact for Client Asset Management IT Department Lead to establish a formal procedure for reporting of incidents' escalations to ensure SLA compliance
- Compile and report metrics on Incidents arising out of implementation of changes to client senior management on monthly basis.
- Maintained a 100% SLA stability by resolving incidents and ensuring all changes required to resolve the incident are analyzed for impact, implemented and tested in test environments and rolling out in Production environments in time to prevent Business Impact.
- Prepared KeDB (Knowledge Error Database) documents for frequently occurring incidents for L1 support teams to enable them to proactively resolve minor incidents without escalating each time to second level support, thereby reducing Minor Incident resolution time by 80%.
- Reduced incidents arising out of change implementations by more that 80% over a 6-month period using service improvement techniques, analyzing root cause data and making changes in process, education and training of new joinees and implementing a continuous improvement feedback loop.
- Enhanced individual productivity by more than 50% and decreased duplication of efforts among team members by mentoring, training them to focus on critical team tasks and creating a Task Register to maintain day-to-day task list performed by individual team members.
- Analyzed risks related to monthly system maintenance, changes needed/ scheduled for a production environment, removal of services no longer required and installation of new services, fixes, patches, upgrades as needed or suggested by UNIX team or Network Services.

Professional Work Experience

EUMETSAT (Codifie UG), Germany

Operations Configuration Management Specialist

Jun 2017 – Oct 2019 Individual Contributor in As-Built Operations Configuration Management (CM) team at EUMETSAT (European Organization for the Exploitation of Meteorological Satellites) as an External Contractor on behalf of Codifie UG.

- Responsible for Configuration Management of Configuration Items (Hardware, Software and Documentation) of specific Operation Facilities to administer and perform an end-to end tracking of Change Requests, Proposals and Configuration Items identified for responsible facilities.
- Keep up to date the database in the CM Tool Micro Focus Dimensions, recording the mapping between Changes and Configuration Items, and the mapping of Software items onto Hardware items.
- Manage and support the As-Built changes (Engineering Change Requests and Proposals) on responsible facilities and administer the Engineering Change Review Board in rotation.
- Prepare and publish CM metrics and KPIs.
- Mentor and train new team members on processes and provide on the job training to bring them on par with existing team members

HCL GmbH, Germany

Senior Business Analyst (Onsite Team Lead)

May 2009 – Dec 2016

Senior onsite team-lead managing the Release and Deployment function for the Simcorp Dimension (SCD) application at Deutsche Bank, client of HCL Technologies Ltd.

- Achieved a 100% success rate in delivering releases on time as per business requirements whether they are Normal, Exceptional or Emergency changes.
- Responsible for managing changes by defining scope, identifying dependencies and risks and scheduling changes by coordinating and negotiating with cross-functional internal and external teams including Vendor, Network/Server/Infrastructure, Engineering, Data, Business and Senior Management teams on the Application (Simcorp Dimension), and its related CIs including Hardware, Network and Infrastructure (Wintel and Oracle Database Environment), from the Controlled Test Environment, through to SCD Production Environment.
- Managed and coordinated multiple projects in Simcorp Dimension including Release Upgrades, Wintel and Oracle Data Center Operations support and migration of interfaces from Simcorp Dimension to BlackRock Aladdin, etc.
- Managed Incidents resulting out of change implementation activities end-to-end and facilitated the sessions with SME's to troubleshoot and identify root causes (RCA) as part of Problem Management and build up Knowledge Base for User Support team.
- Collaborating with the client managers to set up the new workflow for the Business Continuity Management (BCM) adhering to latest standards and meeting Audit Requirements
- Utilized IT Service Management principles and Project Management ideologies to develop a Process for the effective handling of Change Requests for the SCD Production Application starting from delivery of change requests by the developers, testing of the developed change, analysis of the change and finally the rollout of change in Production to improve productivity by 50%.
- Performed User Acceptance Testing (UAT) on the organization wide implementation of ServiceNow tool to replace BMC Remedy for IT Service Management. Learnt basics of configuring ServiceNow to adapt it to our Change and Release Management Processes.

HCL Technologies Ltd., India

Jan 2007 – May 2009

Business Analyst (Multiple Roles)

- Part of the Manual Regression Testing team for Deutsche Bank, client of HCL Technologies Ltd.
- Part of the Simcorp Dimension Competency Center. Certified as a Simcorp Dimension Professional.
- Part of the Investment Banking Group within Business Solutions Group (pre-sales team) and responsible for opportunity management, bid management, responding to proposals, building collaterals, sales pitches, client visit management, etc. for domains and accounts identified for our group

Professional Courses

- Cisco Certified Network Associate (Trained)
- Architecting on AWS Virtual Online Classroom Training from TLG Learning (AWS Training Partner)
- AWS Technical Essentials Virtual Online Classroom Training from TLG Learning (AWS Training Partner)
- AWS Cloud Practitioner Essentials (Second Edition) Digital Training from AWS Training
- AWS Fundamentals: Going Cloud-Native from Coursera
- Learning Jira Software from LinkedIn Learning
- Six Sigma Yellow Belt Specialization from Coursera
- DevOps Culture and Mindset from Coursera
- Simcorp Dimension Academy (Simcorp Dimension Version 4.3) from Simcorp Academy

Tools and Applications Used

- Microsoft Office, Visio, Project
- ServiceNow
- Micro Focus Dimensions CM
- BMC Remedy
- Atlassian Jira, Confluence
- SimCorp Dimension

