ASHOK KUMAR UPADHYAY

PMP| PRINCE2 | ITIL v3 | AWS Solutions Architect | ICP-ACC | SCRUM Master

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An IT professional with over 13+ years of exceptional experience in leading technology projects and system integration while managing all aspects of technical projects. Proficient in overseeing product and program management, navigating the software development lifecycle (SDLC), and ensuring quality management. Skilled in managing daily operations, updating service delivery protocols, and providing change management. Comprehensive understanding of project management best practices, including Waterfall, Agile/Scrum/Kanban. Drove growth and profitability through innovative operational strategies and cost-effective programs. Built and led cross-functional teams to launch world-class innovations and implementations while meeting aggressive timelines. Fostered collaborative C-Level stakeholder relationship management. Possesses excellent interpersonal skills and capable of resolving multiple and complex issues coupled with motivating subordinates to peak performance.

SKILLS PORTFOLIO

Signature Skills:
Project Management | Operations Management | Software Development Lifecycle (SDLC) | IT Infrastructure Management | Technology Management | Program/ Product Management | Strategic Planning | Technical Support | Process Improvement | Continuous Improvement | Continuous Integration
Functional Skills: Service Delivery | Risk/ Crisis Management | Recovery Management | Post production Support |Troubleshooting & Maintenance | Quality Management | Cost Control | Vendor Management | Team Management | Performance Management
Personal Attributes: Leadership Skills | Self- starter | Organized | Detail-oriented | Proactive | Results-driven | Analytical | Collaborative | Team-oriented | Adaptable | Flexible | Creative | Problem solving | Communication Skills|

Technical Skills:
Systems : Windows 7 and 10, Mac OS x 10 series, Unix/Linux
Hardware : NetBackup Appliance 5230 V2.7.1/2.8, VNX 7500
Networking : DNS, DHCP, HOSTS, TCP/IP, SNMP, SMTP, VPN, FTP
Management Tools : Service Now, Remedy, Magento Admin, VSTS Azure DevOps, App Insight, Firebase Zendesk, Backup, WinScp, AWS Cloud Solutions, Office 365 Suite, Jira Confluence, Sketch, Active Directory, VCenter, Putty, Smartsheets, Gantt Charts, MS Projects, MS Office.

EDUCATION

Bachelor of Computer Application (BCA)
University of Madras, *July 2009*

ACCOMPLISHMENTS:

▪Successfully deployed a financial platform application to the App Store, meeting all project requirements and deadlines.
▪Established India-based service operations while optimising budget utilisation, leveraging streamlined processes, clear KPI/KRAs, and a strong focus on meeting project deadlines.
▪Consistently achieved a 95% customer satisfaction rate through targeted process improvement initiatives.
▪Managed client accounts and oversaw the entire project lifecycle from initiation to delivery, resulting in new revenue generation for Aramex.
▪Single-handedly managed disaster recovery for the entire data centre, achieving 98% success rate in the migration drill and showcasing excellent technical and leadership skills.
▪Organised and led a successful disaster recovery drill involving VPs and leads, ensuring seamless completion of the exercise.
▪Migrated Avamar backup to NetBackup 7.1.3, improving system performance and cost saving for clients while maintaining data integrity.
▪Recognized as Best Performer at Logica for exceptional dedication and work ethic in April and October 2011.

PROFESSIONAL EXPERIENCE

i95 Dev, Hyderabad | Senior Project Manager | Dec 2021 - Present

Key Projects to Credit:
▪Spearheaded the delivery of 2 E-commerce marketplace products/applications for clients in Australia and the Middle East, and also oversaw the development of 4 E-commerce sites for US-based clients
▪Executed 4 Magento E-Commerce projects with Customisations.
▪4 Connector upgrade projects.
▪Marketplace Development: Magento 7.4, PWA, Android native, and iOS swift native customizations on Magento and PWA to support mobile devices.
> Budget : 1M US$
> Tech : Magento 2 Version 7.4/5
> PHP : 8.1
> ERP : GP/BC/F&O
> Team Size : 32

Key Responsibilities:
▪Developing and customising marketplaces and websites for global clients, ensuring proper system setup and workflow.
▪Managing stakeholder relationships, identifying project objectives and key products to be delivered, and creating project specifications and plans, while ensuring efficient use of resources as well as compliance with governance and standards.
▪Defining product requirements, creating effective user stories, and developing impactful product roadmaps while maintaining stakeholder engagement and team collaboration.

- Leading on/off shore teams in delivering projects on time and on budget while meeting project deadlines and requirements and driving increased revenue and client satisfaction
- Handling multiple project managers, guiding them on on-time project delivery, clearing blockers and dependencies, as well as driving project execution and change management.
- Conducting project reviews to assess outcomes and identify lessons learned for continuous improvement.
- Contributing to the provision of documentation for new or improved processes, products, and services, and disseminating good practice throughout the organisation.

Rackspace Technologies, Bangalore, India | Project Manager /Scrum Master 4 | Sept 2020 – Nov 2021

Key Project to Credit:
> Client: Aramex
> Budget: 3 Million Pounds
> Team Size: 2 scrum teams (7 resources in each scrum team for application modernization)
> ITSM Consulting Team Size : 3
> Cloud transformation Team Size : 4
> Technology
> Web : Angular JS
> Backend: .NET
> DB: MongoDB and RDBMS
> Automation Testing : Selenium
> Infra: AWS cloud (3 tyre architecture)
> Google Map APIs for location services.

- Led a cloud transformation and application modernization project for the client and took multiple roles such as product manager, engagement manager, and project manager. Also secured support projects for the customer.
- Contributed to the growth of the company's revenue by bringing in application support and cloud support projects.

Key Responsibilities:
- Successfully led the end-to-end delivery of multiple modernization and transformation projects for on-premises applications, infrastructure, and cloud transformation/migration for the world's largest logistics organisation resulting in revenue opportunities/projects.
- Skilled at influencing operational and executive leadership to maintain alignment around project business objectives, measurable benefits, success criteria, scope, and constraints, also resolved project conflicts and competed for priorities by negotiating across multiple functions.
- Served as a Subject Matter Expert (SME) in Agile/Scrum methodology and also monitored project health, directed corrective measures when necessary, and creatively applied project management processes to address unique situations.
- Developed and actively managed project schedules, resources, and budgets, while also tracking and reporting monthly budget accruals and variances.
- Proven track record of setting up project management teams from scratch and coaching 24 PCOs to become Scrum Masters. Also managed multiple Scrum teams as well as a team of 3 Project Managers and 8 Scrum Masters.
- Liaised with vendors like Kafka, MongoDB, and Zaloni to ensure timely delivery and deployment of projects.
- Created and kept track of data related to project budget and expenditures that feed into organizational financial reporting.

Bofin Tech Ltd, Chennai, India | Head Of Technical Services | Jun 2018 – Aug 2020

Recruited as Project Manager, charted impressive growth curve through notable performance to merit promotion to the post of Head Of Technical Services.

Key Project to Credit:
> Budget: 200000£ per month
> Period:1 Year
> Tech Stack : Mobile development : Customizations on the front-end for Android native and Swift native development
> Web Development : Javascript, React JS, NodeJS
> Backend : .NET
> DB's : SQL and cosmos DB
> Vendor and API's consumed : Salt Edge and Yodlee banking screen scrapers, as well as Jumio document authentication
> and validation for security purposes.
> Bank : Lloyds Bank and Tide
> Payment Gateways : Ingenico and Adyen
> Infrastructure : Azure cloud
> Team Size : 25 Android Developers

Responsibilities:

▪Spearheaded the Product Management and Project team for a UK-based fintech organization and delivered a financial platform application for mobile and web on the App Store and Play Store hosted on Azure.

▪Implemented and managed the end-to-end software development life cycle (SDLC) process for a global financial platform, and successfully transitioned the product/development/testing/support team from JIRA to DevOps, while also developing the B2C production support team from L1 to L4.

▪Developed the CRM backend application for the product and hosted the same on Azure.

▪Reported directly to the CEO and COO, gathered requirements, refined the product backlog, and developed product roadmap while working closely with stakeholders to prioritize backlog items based on market needs.

▪Led coordination of all Scrum ceremonies, while coaching and mentoring program team Scrum Masters, and collaborating with L1, L2, and L3/service operation teams to ensure adherence to ITIL best practices for request, change, incident, problem, and risk management.

▪Handled infrastructure services on cloud AWS and Azure, resolved technical integration issues with vendors, and provided excellent BAU support.

▪Planned the complete delivery of the product using Agile methodology, using the Scrum framework, and delivered the product with minimal deviation from the timeline despite changing market needs, requirements, and scope.

▪Reviewed product requirements, assisted in sprint planning exercises, and analysed product metrics to evaluate the product's health and identify opportunities for improvement.

▪Scheduled and allocated work, provided advice and guidance, and resolved problems to meet technical performance and financial objectives while overseeing a team of 35 people.

EARLY CAREER:

▪Aug 2017- Jun 2018: ITSCM/ Disaster Recovery Manager, Standard Chartered Bank
▪Jan 2015- Aug 2017: Team Leader, HCL, Chennai, India
▪Sept 2013- Jan 2015: L2 Administrator - Backup Team, Tata Consultancy Services, Chennai, India
▪June 2010- Jul 2013: Team Lead- Service Desk, Logica Pvt Ltd, Chennai, India
▪Aug 2009- Jun 2010: Support Engineer, CSS- Cybernet Slash Support, India

PROFESSIONAL CERTIFICATIONS:

▪CBOM project on Training Effectiveness & Customer Satisfaction, CBOM
▪Mar 2021: Azure Fundamentals, Microsoft Certified
▪Jul 2021: Fundamental, Microsoft 365 Certified
▪Jul 2021: Project Management Professional (PMP), Project Management Institute
▪2021: ICAgile Certified Professional - Agile Coaching
▪May 2020: PRINCE2 Agile® Foundation & Practitioner, PeopleCert
▪Jul 2020: Amazon Web Services Solutions Architect Associate, Amazon
▪May 2020: Professional Scrum Master 1, Scrum.org
▪2012: ITIL V3, ITIL Certified

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