

Ashwin T.

Certification:

- Certified NICE (Robotic Process Automation) RPA platform
- Certified on NICE Desktop Tagging & Triggering
- Trained on NICE Speech Analytics Nexidia platform
- Trained on NICE Business Consulting
- Certified on NICE APA Installation fundamentals
- Trained on NICE RTAM
- Trained on WorkFusion RPA Express
- Certified ITIL Expert V3
- Trained on PMP V4 and Prince 2
- Certificate course for Train the Trainer (ITP), Canada
- Microsoft Certified System Engineer (MCSE) / MCSA, Canada

EDUCATION

- Bachelor of Engineering (B.E.) Degree in Electronics, 1986
- Post Graduate in Computer Management

EXPERIENCE

I have experience in Consulting, Pre-Sales, Scope of work requirements, Application development and Solutions design, Delivery of Solutions and Stakeholder management.

As Practice Leader, have lead the teams from prototype to Production successfully. My assignments included application development to build and train team, deliver the release and roll out the project. Key strengths are in IT Consultancy, Project Management, application and product development, Service Delivery and IT infrastructure management. I have worked on several integrations across IT Infrastructure, web and application development and voice over telephony infrastructure.

My current focus is to explore options of increasing productivity / efficiency using automation in existing infrastructure.

Consulted and delivered technical solutions for clients across the globe such as Middle East, Taiwan, Thailand, Europe, US and UK

I have worked in several capacities within IT and served in companies in India, Canada and Philippines. My Canadian citizenship allows for travel to several countries with minimal visa requirements

PROFESSIONAL EXPERIENCE

r. Manager (Project Consulting, Applications/Product and Training)

IS Networks India Ltd (2016-date)

Designed and built a process automation for increasing efficiency for accounts payable, receivables and others.

Responsible for pre-sales of automation usage in live environments

Responsible for roles of solution architect / consultant, Technical Architect

Built solutions as per customer needs which were developed and deployed using various automation platforms such as NICE, Uipath, Work Fusion and Automation Anywhere platforms

Developed complex automations as per agreed solution design

Managed client interactions, demos and more for assistance to sales across all locations

Designed solutions for improving AHT and other call center parameters using Nexidia speech analytics

Delivered training services for technologies like automation, Quality Management, Work Force Management, speech analytics and more

Consulted for process improvements to achieve the desired KPIs in business environments and contact centers

r. Group Manager, Information Technology

NS Global Services (2009-2016), WNS is India's leading Global BPO

Worked as IT Service Delivery Manager (IT SDM) for Enabling Units

Responsible for IT requirements (Systems, Network, Security, Voice, Applications) for more than 15 sub sections

Managed external client projects for transition and regular BAU operations including SLA management

Presented process level stats on regular basis to key stakeholders

Created Solution Design Document and other project related documents and presentations

Implemented advanced metric for incident and problem management as per ITIL V3 guidelines

Managed IT Induction and internal IT portals single handed resulting in an increase in user satisfaction

Managed global deployment of Riverbed WAN optimizing solution. Managed to achieve project timelines and get discount from vendor post order release

End-to-end project management for several projects including MPLS sizing, link performance, Internet connectivity, IP VPN and similar connectivity solutions

Project Management Office (Tech PMO)

Headed the PMO function for more than 10 global delivery locations for more than a year which included Microsoft, open Source and BI practice.

Managed client expectations for timelines and budgets for technical Solutions and their implementation

Achieved an adherence of 95% across projects improving on time and under budget indicators

Created and documented solutions in the Solution Design Document and acted as a SPOC for client interactions

Managed IT transitions for over 20 projects simultaneously with a team of four project managers

Stakeholder management across business verticals such as F&A, BFS, I&I, Shipping, Manufacturing, etc

Service Management (ITSM)

Managed end-to-end Change Management globally across the enterprise, including being the Chair for weekly calls

Managed 24x7 Incident/Crisis management lifecycle for over 10 locations including global sites for 20,000+ FTE's

Responsible for entire incident cycle including being on call 24x7 keeping stakeholders updated

Managed automation for productivity and service improvement for all 20,000+ internal customers

Head Manila IT, Philippines

Responsible for Site Management including all aspects of IT infrastructure including systems, Microsoft Soft and Open source (PHP, Java based) applications, Network and Voice

Managed IT Budget creation and compliance for the site

Responsible for client interactions and regular IT updates on process IT readiness and status on 24x7 basis

Responsible for day-to-day operation support for over 10 customers supporting more than 3000 FTE's in one site

Responsible for transitions and BAU for Manila based processes

Managing teams across international sites on 24x7 operations. Total team strength across locations of over 20 engineers their blue chip MNC companies worked for are:

- Rolta (I) Ltd, INDIA (2006-2009) / (1992-1999) Rolta is an IT solutions and service provider
- Shaw CableSystems, Vancouver BC Canada (1999-2006)
- Rolta (I) Ltd, INDIA (2006-2009) / (1992-1999) Rolta is an IT solutions and service provider
- BDT, INDIA (1991-1992), BDT was a hard disk manufacturer
- IDM Ltd, INDIA (1986-1991), IDM was an IT manufacturer and solution provider