

# SUMIT BHALERAO

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## PROFILE SUMMARY

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- **11 years** of experience in IT industry comprising of Application and Production Support, ITIL Framework, DevOps support, Cloud Computing, Infrastructure Configuration Management.
- **Area of Effectiveness:** Incident & Change Release Management, Problem Management, ITIL process implementation, AGILE, Level 2 and Level 3 Production Support, MS Excel reporting, Pivot tables, SAP Business Objects Reporting, **Business Intelligence**, Root Cause Analysis, **Power BI reporting**, **ServiceNow Reporting**, Team Player, **Retail and Logistics** domain, Quality Assurance, Testing Automation, Functional/non-functional requirements, attending **CAB** meetings, **MTTA** and **MTTR**.
- Experience working with **SaaS** applications.
- Extensive experience in **ServiceNow** and Administrator of OpenText **ALM, PPM, LRE, UFT and Agility.io**.
- **Master of Science in Computer Science** from Pune University, Pune, India.
- Excellent analytical, communication, Project Management skills, attention to detail, Business analysis, negotiation skills and very sound customer focus.
- Experience with Source Code Management tools like **git, SVN**.
- Experience in software releases, QA, **Continuous Integration or DevOps environment**.
- Involved in setting up **Jenkins Master** and multiple slaves for the entire team as a CI tool as a part of **Continuous development and deployment process**.
- Good exposure in working with internal business teams as well as **vendor** partners like **SAP, Oracle, Microfocus/OpenText and Microsoft**.
- Experience with Linux/UNIX, Windows, SQL, **SDLC Agile environment** and ServiceNow ticketing system.
- Good exposure on the **onshore-offshore** model, worked on 24\*7 environment. As an **Onsite coordinator** provided direction, expertise, feedback and coaching to build the capacity of offshore project team and other onsite coordinators.
- Ability to work with technical and non-technical audiences.
- Basic knowledge of Networking, JIRA, JQL, JUnit, python.

## CORE QUALIFICATIONS

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|------------------------------|-----------------------------------|
| • Process Redesign           | • Strategic Planning              |
| • Leadership                 | • Project and Resource Management |
| • Performance Improvement    | • Strong organizational skills    |
| • Troubleshooting/Resolution | • IT Governance                   |
| • Collaboration              | • End-user Support                |

## TECHNICAL SKILLS

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**Operating Systems:** Red Hat Linux (4.x, 5.X), Windows 2008 R2

**Database:** Oracle 11g, SQL Server, MySQL, MS Access

**Tools:** HP ALM, Service Now, HP Service Center, putty, Toad for Oracle, OpenText PPM, MS Excel, GIT, Apache Subversion, Oracle WebLogic, IIS, Sailpoint IAM, Microfocus Performance Center, UFT, Visual Cut, Oracle SQL, Eclipse, GITLAB, SAP Crystal Reports, BI Launchpad, SAP Business View Manager, Power BI and PBI Report Builder, SharePoint, SOAP UI

**Familiar with:** Autosys, Alteryx, tableau, Ab-initio, Splunk, Dynatrace

## WORK EXPERIENCE (10.9 YEARS) Client – FedEx Services

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### Project - Enterprise Tools Support

Duration: 2013 – till date

#### Incident Manager / Project Lead (6 Years)

- Tracked **KPIs** and continuous improvement plan.
- Performing RCA using **Fishbone, 5 Why's** and **Kepner-Tregoe** techniques of the major incidents and sharing the report with client/Management.
- **Automation** of repetitive tasks.
- Publishing **Post Incident Report** to stakeholders.
- Supervised and directed a team of 12 support engineers and 2 Business Objects and java developers.
- Ensured that the customer has a great experience by identifying their needs, providing excellent customer service and effectively dealing with complaints and suggestions.
- Assisted in development of new web pages, monitored and resolved support requests.
- Created a motivated and positive environment to inspire employees and make the customer feel welcome.
- Experience with **ARCHER** for IT Audit to ensure the application is Sarbanes-Oxley **SOX compliant**.
- Preparing weekly metrics containing incidents data and sharing the same with client.
- **Awarded STRETCH and SPOT recognition awards.**
- **Awarded ENTREPRENEURIAL award** from ATOS SYNTEL.

#### Application and Production Support (11 Years)

Working with an **Enterprise Application** team supporting **L2 and L3** In-house and **Vendor provided applications**.

Responsible for providing end-to-end application support including Infrastructure and user problem support.

Testing of the applications post upgradation

- Spearheaded a Level 2 production/application support team of 14 members from offshore. **Zero escalations from the Client during this period.**
- Worked closely with the Level 1 and Level 4 support teams to ensure all servers/applications are running fine. Communicated solutions directly to the Client/customers. Also required troubleshooting technical web-based issues.
- Expert in working on Incident handling process and **Change** Releases. Completed all the provided tasks within given time as per **SLA and accuracy**.
- Providing Application/Tools support for in house applications and other vendor tools.
- Manage **Linux** servers and **Windows** servers for the Enterprise group, taking care of all the OS updates as well as application upgrades.
- Monitoring health of the applications deployed on **Weblogic** servers.
- **Troubleshooting and monitoring for SAP BO Reports, OpenText QC/ALM, HP QTP 11.00, iRise Tool support and OpenText Performance Centre, OpenText PPM, GIT, Subversion and VersionOne (Agility).**
- Handled late night and weekend support on a rotational basis.
- Managed day-to-day issues including daily health checks of applications and processes, worked closely with end users, development staff and infrastructure teams, to prioritize and mitigate outages.
- Administration, maintenance and support activities for all the tools in a suite.
- Working closely with IT and business management to support audit applications.
- **Creation of SOPs, Runbooks and Handbooks.**
- Providing support to the customers with **SAP Crystal Reports** issues
- Making use of Publication and sending/scheduling the reports to more than 300 Managers.
- Creating, Organizing, publishing and scheduling reports using BOBJ Central Management Console.

- Sending the reports to the higher management including **Managers, Directors and Vice Presidents** and even directly supporting Finance, Supply Chain and HR teams.
- Providing/ Scheduling weekly, monthly and annual reports.
- Monitoring day-to-day scheduled report jobs from Instance Manager, joined bridge calls with various clients on priority basis.
- Migrating SAP Crystal reports to **MS Power BI**.
- Scheduling batch jobs in Windows task scheduler for daily/weekly reports and database sync activities.
- Coordinating with software vendors like SAP, Oracle, HP, and MicroFocus for escalated issues.
- Mentoring Junior Team members and providing Knowledge Transition Sessions to offshore members.

## Project - Enterprise Platform & Engineering Support

**Duration: 2016 – 2023**

### ITIL Process Expert (7 Years)

Work with the Change Manager to develop and document IT Service Management policies, processes, and procedures based on ITIL best practices

- Increase speed and improve quality for IT Service Management support efforts through processes development and execution
- ITIL process management - analyze and design service management processes, research and present best practices, and drive for continuous improvements
- Manage weekly and monthly Incident review meetings and provide data metrics to Leadership
- Reporting and Analysis: Independently develop, analyze, manage and publish KPIs/Metrics to be used to measure the effectiveness and efficiency of the "in scope" ITSM processes
- Collaboration: Build and establish solid working relationships by providing timely, accurate and high-quality information to peers, subordinates, upper management and/or customers. Builds and maintains a strong working knowledge of the business areas and builds strategic relationships

## Certifications and Trainings

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**ITIL V3 Foundation** [License GR750102454AP]

**SCALED AGILE** - SAFe for Team Course [License 49887053-3938]

**AWS Certified Solutions Architect – Associate** [License L58PPCXK3FE41XGY]

Trained on installation and configuration of **Hadoop using Cloudera**

## EDUCATION

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**Master's in computer science** - University of Pune, Pune, India

2013

**Bachelor's in computer science**- University of Pune, Pune, India

2011