SUSARLA Partha SaRAthi

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**Cirriculam vitae**

Seeking challenging & rewarding opportunities across the Industry



**EXECUTIVE SUMMARY**

I have industry experience of over 15 years in areas such as Project management, Technical expert, Customer Support (in house & client side), Key Client Management (FM Services) Business Development, setting up ODC (Offshore Delivery Centre).

Pragmatic, with proven managerial acumen and abilities to withstand work pressures, deliver assignments within specified time frame without compromising on quality benchmarks.

Diligent & result Oriented Professional, accented with the latest trends of the field with an inborn quantitative aptitude and experience in IT infrastructure and software development. Rich people management skills with demonstrated abilities in managing customer centric operations, ensuring customer satisfaction by achieving delivery & service quality norms.

Good communication skills verbal as well as written coupled with good presentation skills with the ability to perform above expectations, an effective team player with exceptional planning and execution skills coupled with a systematic approach and quick adaptability.



**Innocore Digital (India) Pvt. Ltd., “Hyderabad”—Dec 2018 to July 2020**

Associated with Innocore Digital (India) Pvt. Ltd. Based at Hyderabad

A start-up firm joined as “**IT Manager Infrastructure”**, to setup an “ODC” (offshore delivery center) for a US client having team size of 3.

* Expert in setting up **ODC** from scratch
* Configured & Customized **Zimbra** open mail server to cater 200 users
* Designed and coded a web portal for internal ticketing management (support)
* Managing 4 servers (Domain, Mail, Attendance & Portal)
* Managing **Sophos** & **Dell** firewall
* Implemented client’s compliance check points
* Inventory of 200 laptops, Headsets etc is being maintained
* Implemented and integrated **Zoho HRMS** with on premise server
* **Etime tracklite** attendance system, database configuration and schedule backup (**MSSQL** 2012)
* **ESSL** biometric systems maintenance
* Maintaining IP (10) cameras configuration & backup for 90 days
* Maintaining **Aruba** wifi access points, configuration & security
* Using **github** as central repository for code management
* Using **Jeera** tool for bug tracking
* Using **AWS** services like Linux server, Load balancer etc.

**Klouddata Labs Pvt.Ltd. Nagpur—May 2018—Dec 2018**

Associated with Klouddata Labs Pvt.Ltd based at Nagpur (Maharashtra).

As **Associate Manager Infrastructure**, to manage the IT infra of local and onsite office at USA (HQ)

* Local Infra- All servers hosted on VMware, such as Domain server, Zimbra mail server (hosted at AWS), SVN server, Dev & QA server, UAT server, Cyberoam firewall, NAS, Laptops, MAC Book, ILL etc
* Onsite USA office infra- Total 32 servers hosted on Citrix, such as SAP HANA, SAP Dev & QA server, Intellix server, Dell Firewall, NAS

**RSG Info systems Private Ltd. Hyderabad– February 2013—May 2018**

Associated with RSG (Right Source Global) based at Hyderabad a Software Development Company serving for international clients.

* **Project Manager:**

Project Coordination from conception to delivery, requirement analysis, leading team of architects, developers and testers - responsible for delivering on milestones, communication management and testing – functional and UAT, Bug fixing. Post go- live maintenance and support- feature enhancements and issue resolutions. Conduct Deep Dive meetings with development & testing team, E2E for all Decommission – Responsible for execution of migration tasks (supplemented with technical Project team)

* **Project Name- Multi Services App (Mobile app)**

This app has multiple (5) services for the user at one place. Ex: Taxi or Cab, Bike, Mover & Packers, Tourist Guide and Local transport services. It is administered and supported by the Admin module.

**Functional Modules:** User, Service provider and Admin

**Technical facets:**

Hosting: Cloud based server hosted at “AWS (Amazon Web Services)” (Ubuntu OS).

User & Service provider app: IOS & Android

Admin module (MVC model): PHP (Cake PHP framework) – server side language

Database: My SQL

Front End: HTML

API’s: REST api’s

Team size- 5

**Project Management:**

Custom Software Development

Database Design (RDBMS)

Systems Engineering

System Migrations/Integrations

Enterprise wide Implementations

**IT Project Lifecycle:**

Requirements Analysis

ROI Analysis

Costing & Budgeting

Project Scheduling

Testing/QA/Rollout/Support

**Value-Added Leadership:**

Cross-Functional Supervision

Team Building & Mentoring

Client Relations & Presentations

Business & IT Planning

Vendor Management

* **Project Name- Jewel Box (Website development)**

This project deals with waste diversion management for customers, involving various cross functional players to deliver the output in a smooth fashion.

**Functional Modules:** Client, General Contractor, Project Manager etc.

**Technical facets:**

Hosting: Cloud based server hosted at “AWS (Amazon Web Services)” (Ubuntu OS).

Front End: Angular JS

Server side: Node JS

Database: Mongo DB & My SQL

Team size- 12 (including 3rd party vendor)

**Technical responsibilities:**

Scheduled Migration of code to QA to UAT and then Production environment

Change Management requests

Database management - Backup, Changes in DB Tables

Test Environment – Cucumber Automation tool (Eclipse- JAVA)

* **Project Name- Enjoy Fresh (Website and Mobile app development & maintenance):**

This is a Website as well as an App (on IOS ) that allows restaurants to market and offer for sale meals (specialty dishes) for delivery and/or pick up and customers to search for and purchase such meals. These services are conducted within the United States and only at certain locations, integrated with payment gateway, location search and social media.

**Functional Modules:** Restaurant Owner, User, Admin and User Help.

**Technical facets:**

Hosting: Cloud based server hosted at “AWS (Amazon Web Services)” (Linux OS & PHP5, Apache).

Front End: PHP 5 (Laravel framework)

Database: My SQL

Mobile App: IOS 6.3

Team size- 6

**Technical responsibilities:**

Programming using PHP (Laravel framework)

Scheduled Migration of code from QA to UAT and then Production environment

Change Management requests

Database management - Backup, Table, performance tuning

* **Project Name- ServiceGEMS (Website development &maintenance)**

This is an innovative website developed to connect Homeowners with Contractors in Canada and US for prospective home improvement projects, repairs and maintenance. Key features include Visualizations, reference checks, contractor verification, and selection, project idea posting, budgetary quotation generation, integrated with Payment gateway, location search and social media.

**Functional Modules:** Contractor, Property Manager /Homeowner and Admin.

**Technical facets:**

Hosting: Cloud based server hosted at “My Hosting” Company (Win 2012 OS with IIS).

Front End: asp.net

Database: MS SQL 2008

Team size- 8

**Technical responsibilities:**

Scheduled Migration of code from QA to UAT and then Production environment

Change Management requests

Database management - Backup, Changes in DBTable, SP change, Creating Views, triggers, performance tuning

SEO optimization

IIS performance tuning

**HCL Info systems Limited - Raipur – April 2006 – January 2013**

Associated with HCL posted at Raipur regional office as a Customer Engineer, one of the top IT organizations in India having various customers of different field.

* ***As a customer Support & Service engineer my role & responsibilities were as detailed below:***
* Business Development:

Identifying prospective business establishing strategic partnership with alliances generating business from the existing accounts and achieving profitability by increasing Support level & Service growth, responsible for enabling the payment and reducing of the payment cycle.

* Client Management:

Building and strengthening relationships with key accounts; ensuring high customer satisfaction by providing them with complete product & Service support.

Assessing requirements & conducting negotiations for delivering services to key clients, ensuring speedy resolution of queries & grievances to maximize client satisfaction levels.

Assessing feedback from the clients and working on the same to promote level of Service & Revenue.

Creation of All RFS submissions, Overall management of Change Management requests (supplemented with dedicated team)

* Team Supervision:

Headed a team of 8 Engineers across the Region and responsible of Completing the New Installations pertains to the region which helps the sales team in enabling the payment process.

Leading & monitoring the performance of team members to ensure efficiency in operations and meeting of individual & group targets, Identifying and implementing strategies for building team effectiveness by promoting a spirit of cooperation between team members. Single point of contact at region level for NIG (New Installation Group).

* Key Deliverables:

Implemented CBS (Core banking solutions) in 30 branches, Devising strategies for implementing the Big Project Orders & Multi-location installation Orders for smooth executions of the Projects.Like E-Courts, NADRS, Land Records Computerization, Chhattisgarh Gramin Bank Core Banking implementation, KIOSK Management Solution implementation in School Education (RGSM), ……………etc. to name a few. Manage Internal Audit process for physical moves.

**M/s. Raghavendra Computer Infoway – Raipur – August 2004- March 2006**

Work included managing and troubleshooting all kinds of problems related to Computer/Printer Hardware, Operating Systems and Software’s for supplied systems.

**CERTIFICATION:** Member of PMI (since October 2017)

PMP Certification – Certified from Simplilearn (Online Training provider)

PMP Certification (Pursuing) - Project Management Professional @2015 from PMI – Project Management Institute (USA)

**TECHNICAL SKILLS:**

Cloud Hosting: (6 years): AWS (Amazon Web Services), Microsoft Azure, Rackspace, Myhosting, Bluehost.

Hardware: Server & Systems Management (In house & Client side): Maintenance of IBM makes servers having Windows 2008 (Domain server) (12 years) & Red Hat Linux (Dialler server), Desktops & Laptops.

Network & Security Management (12 years): To manage & monitor Network WEB Smart switches, WIFI and Firewall (Model- Cyber roam).

Data Base Management (6 years): Maintaining SQL Data Base version 2008, writing SQL queries and backup management.

Predictive Dialler Management (2 years): Managing & monitoring campaigns for Inbound & Outbound calls using Contaque Predictive dialler and Linux server.

Software’s – JAVA (Eclipse), Visual Studio 2008 & 2012, Tortoise SVN, XAMPP (Apache, PHP, My SQL)

Operating Systems -Windows 2012/2008/2003 server, RHEL/ UBUNTU

Applications - SAP 7.0 & CRM (Customer Relationship Management)

Server side Language – HTML, CSS, Cake PHP, Java Script

**Educational Development:**

B.E in Electronics & Telecom from Pt. Ravi Shankar Shukla University, Raipur (C.G) passed out in 2004 with 63.5% marks.

Higher Secondary Education from Guru Nanak English Higher Secondary School, Bhilai (C.G) passed out in 1999 with 59.33% of marks.

High School Education from Guru Nanak English Higher Secondary School, Bhilai (C.G) passed out in 1997 with 67.8% of marks.

**Professional Training:**

RHEL 6.0-- 1 week Inhouse training (by company) on following topics:

Basic LINUX/ UNIX Commands, User Management, Disk Management, File Management, LVM (Logical Volume Manager), VI Editor, Boot Process, Backup

**PROFFESSIONAL ACCOMPLISHMENTS:**

* Rewarded as best employee in the region in year 2008 for achieving 200 numbers of customer service satisfaction across the region
* Rewarded at national level for achieving the completion of the project in 6 months than the given deadline of 8 months across all regions which saved the project cost by 20 Lacs in 2010 in HCL
* Best team leader award in 2011 in HCL for the supervision of 20 engineers which executed 50 projects in 6 months which saved overall project cost by 50 Lacs, Rewarded by District Collector for executing the crucial govt. project which got implemented in 8 months versus given 1 year of deadline in 2012 which bought business to the company for various projects worth 30 Crore.