

MUKESH N. SHENDE

Web Developer, System Administrator, Support Engineer, Technical Support Lead, Partner Technical Lead, Process Lead/Owner, Trainer, and Senior Manager are just a few of my titles. Besides my titles what I really am, is an enthusiastic technologist, cloud, automation & data enthusiast.

I take immense pleasure in learning recent technologies and finding ways which can improve productivity, share knowledge with people, and build efficient teams. Besides work I enjoy reading books, write blog and practice learning Tabla (percussion)



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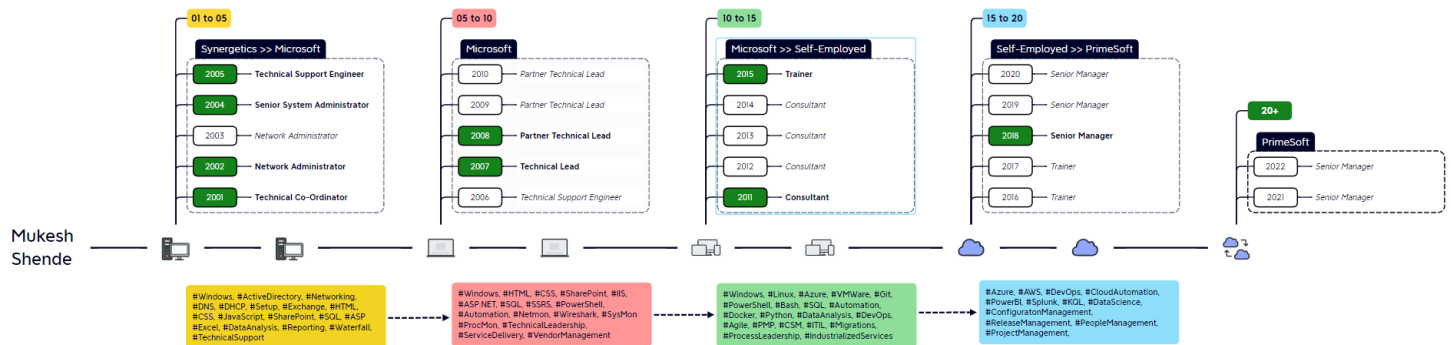


<http://in.linkedin.com/in/mukeshshende>



<http://mukeshshende.com>

Work History:



Certifications:

- **PMP** Since Sept 2014, **ITIL Foundation V3** (2011), April 2014, **CSM** Feb 2015 – Feb 2017
- **Microsoft Certified: Azure Fundamentals** (Az-900)
- **Microsoft Certified Technology Specialist** (SharePoint) (74-132, 74-133, 70-630, 70-631)
- **Microsoft Certified System Administrator** (70-270, 70-290, 70-291, 70-293, 70-294)

Work Details:

- **Senior Manager (Cloud and Automation) – PrimeSoft IP Solutions Inc.**
 - Lead & manage Cloud, DevOps, and Automation Service Delivery on client projects
 - Strategize, drive, and deliver Process Improvement/Automation initiatives to reduce the manual effort
 - Align projects to Agile Scrum and/or customer organization specific processes and standards
 - Lead and drive project/sprint planning meetings, customer presentations, review meetings, retrospective meetings, and continuous improvement initiatives
 - Lead the configuration management service & support needed for suite of applications
 - Lead and drive release management for set of applications
 - Lead the Azure Alerts Enrichment needed towards integration of automation recovery workflows for set of application and infrastructure components
 - Develop project specific domain knowledge and technical ability needed to meet / exceed customer's expectations
 - Achieve customer satisfaction by delivering on time, meeting quality criteria, continuous engagement to collect feedback and show responsiveness to queries, feedback, and escalations from customer
- **Trainer & Consultant – Independent**
 - Technical trainer on Windows, PowerShell, Cloud, Python, Office Productivity, SharePoint, HTML/CSS, JavaScript

- **Consultant – Microsoft**
 - **Process Line Lead**
 - Planned Resource Allocation, Watched Delivery, set up Processes, Templates & Automation
 - Owned Assessment Process Line within Industrialized Services, Performed the Quality Reviews on output
 - Daily Standup with Offshore & Onsite Leads, Project Managers, Other Process Line Lead to plan & check weekly deliverables for each engagement.
 - Performed AppDNA license procurements for the engagements
 - **Business Development**
 - Worked in Proposal Management in offering, estimating, proposal writing & selling Industrialized Services,
 - Worked on more than 40+ proposals from USA, Latin America, Europe, and Australia.
 - Played key role in 2 (\$14,500,000 and \$3,286,625) of the biggest deals won (during FY13) from USA.
 - Played key contributor role during Requirement Gathering & UAT for the One Estimator tool build for Microsoft Consulting & Services business across the world.
- **Partner Technical Lead – Microsoft**
 - Led and Set guidelines on Vendor Technical Lead Hiring, Took Interviews, Set the processes for TL & PTL engagement, Case Reviews, Escalations, and Knowledge Sharing & Readiness.
 - Initiated & successfully managed the integrated dashboard (released as “Omnino”) for delivery management
 - Team won the prestigious CPE Champion award for the following,
 - 31% increase in CPE Top Box in FY09
 - 17% decrease in CPE Bottom Box in FY09
 - SPS Pro India Vendor CPE results All Green for the first time since start.
 - Played role of Reviewer & First Trainer for FAST Search for SharePoint 2010 training content. We were only two resources from India working on it.
- **Technical Lead – Microsoft**
 - Ensured that Team is delivering fast & effective resolutions to customer issues.
 - Proactively connected with customers to ensure case resolutions is on track as per the customer expectations.
 - Helped Manager during Customer Experience Recovery by adding technical ability to the discussions.
 - Played SME for Search & Profiles issues in SharePoint and did the required readiness for the team.
- **Technical Support Engineer – Microsoft**
 - Scoping Customer issues, Providing Quick Resolutions & Delighting Customers with Quality Experience
- **Senior System Administrator – Synergetics**
 - Managed the entire IT infrastructure for company with 6 Server, 200+ Workstations & 50+ Laptops
 - Managed Vendor Relations for IT Procurements & Leased Equipment’s.
- **Network Administration & Technical Coordinator – Synergetics**
 - Revamped the IT infrastructure of the company to support highly dynamic & completion business demands of corporate training industry
 - Participated in Web User Interface Development for the Projects Created for Microsoft Software Architect Summit
 - Authored Simplified Installation Procedure Document for BizTalk 2002. This was applauded a lot & I travelled to multiple customer location (including Microsoft India, Mumbai office) as expert to setup the training lab
- **Technical Coordinator – Synergetics**
 - Established Feedback analysis tools & processes to make customer expectations reach to TDM & BDMs.
 - Established First Intranet Portal using SharePoint Portal Sever 2001 and revamped the company website using ASP.NET

Education:

- Bachelor Of Commerce (Year 2000) - Mumbai University, Maharashtra

Personal Details:

Date Of Birth: 20th June 1979

Marital Status: Married

Passport: MO212479 Valid Till 15th July 2024

Location Preference: Hyderabad, Pune

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Signature