Raj Kumar
(Technical Manager)

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Performance-driven Engineering Leader with 18+ years of experience aligning systems with business requirements, policies and regulatory requirements. Passionate about applying excellent organization and communication skills to manage and lead teams. Results-oriented individual well-versed in interfacing and consulting on business processes to drive results based on sound overall business judgment.

Results-driven Technical profile with forward-thinking approach centered on company success and competitive growth. Demonstrated record of success in building successful teams and managing profitable operations.

➢ **Current Profile:**

- Technical Solutioning
- Technical Documentation
- Requirement Gathering
- Client Handling
- Team Management
- Tech Cost Optimization
- Helping Team to Achieve High Performance
- Tech Delivery Management
- AWS Services Management

➢ SKILLS:

- Project Management, Client Management, Team Management, Technical Solutioning, Change Management
- Linux, Apache, Nginx, MySQL, PHP, Laravel, CodeIgnitor, Zend, CakePHP, JQuery, HTML, CSS, SQL, Memcached, Redis, GIS Based Database (Handling of Spatial Data Type), Data Mining, Hadoop BIG Data, Hive, PIG, HBase, Apache Spark, Impala, Scala, Oozie, Flume, Zookeeper, Sqoop, AWS, CI/CD, Dockerization, Rest API, Sentry Integration, New Relic Integration
- Micro Service Architecture Design
- Server Management, SSL Configurations
- **Business Intelligence Tools**: Ubiq, Power BI
- **Sub Versioning Management** (GIT, SVN)
- **Bug Tracking Tool:** (Bugzilla, JIRA)
- **Domain Expertise:** E-Commerce, Education, Study Abroad, Hotel Industry, Travel Industry, Real Estate, Social Networking, CMS, E-Marketing, E-Learning
- **Integrations:** Facebook, Google, SMS, Whatsapp, Notification, Social Login
- **Project Management Tools:** Trello, Asana
- **Performance Testing Tools:** Locust, Apache Jmeter
- **AWS Cloud:** EC2, RDS, S3, Amazon Aurora, Code Commit, API Gateway, Secret Manager, Cloud Watch, Cloud Trail, CI/CD, Dockerization, SNS, SES, MFA, IAM

➢ Work Experience:

➢ **Apr 2022 - Current**
Technical Manager
Method And Madness Technology Pvt. Ltd. - Mumbai, India

- Communicated business concepts and expected functional behavior to developers and other stakeholders.
- Helped VPs to add value and growth to annual sales volume.
- Increased company growth through collaboration with sales and marketing departments.
- Hired and managed employees to maximize productivity, helped the team to implement best practices and protocols.
- Established performance goals for the department and provided methods for reaching milestones.
- Identified opportunities to improve business process flows and productivity.

- Monitored industry trends, keeping current trends on latest changes and competition in industry.
- Identified and resolved issues between employees, promoting better collaboration and mutual respect.
- Actively involved in Technical discussions to setup an implementation plan
- Actively involved in technical discussions to improve performance

➢ **Sep 2020 - Mar 2022**   **Technical Manager**
Torrins Anthem Pvt. Ltd. - Gurugram, India

- Architecting cloud-based software and delivering it to customers and supporting it throughout the lifecycle
- Planning, defining and developing scalable web architectures
- Promoting and implementing continuous delivery practices within the teams
- Iteratively deliver high-value software to customers that balance the needs of the business and the end-users
- Helping teams to improve the delivery speed with quality
- Ensuring the team follows best practices in design and development
- Converting business requirements to technical specifications
- Identifying the project requirements, assigning tasks and achieving the goals
- Liaising with team members, management, and clients to ensure projects are completed to the standard
- Creating contingency plans after identifying the risk
- Taking ownership to deliver projects by full development lifecycle of a project

- Managed various AWS services like EC2, RDS, Cloud Watch, Cloud Trail, SES, SNS
- Guided, coached and led project teams, delegating tasks and evaluating performance and progression of project pace.
- Actively involved in development with tech stack of LAMP, Business intelligence, Laravel, Mysql, Postgresql, Nginx, React, AWS

➢ **May 2018 - Aug 2020**   **Technical Manager**
Eazy Softech Pvt. Ltd. - Gurugram, India

- Architecting cloud-based software and delivering it to customers and supporting it throughout the lifecycle
- Planning, defining and developing scalable web architectures
- Promoting and implementing continuous delivery practices within the teams
- Iteratively deliver high-value software to customers that balance the needs of the business and the end-users
- Helping teams to improve the delivery speed with quality
- Ensuring the team follows best practices in design and development
- Converting business requirements to technical specifications
- Identifying the project requirements, assigning tasks and achieving the goals
- Liaising with team members, management, and clients to ensure projects are completed to the standard
- Creating contingency plans after identifying the risk
- Taking ownership to deliver projects by full development lifecycle of a project
- Techstack Drupal, Swagger, AWS, Sphinx, JQuery

- Contributed with various Services like: EC2, RDS Amazon Aurora, Newrelic, Sentry, S3, SMS, Whatsapp, Mailing services, Redis
- Worked on Projects used by International Universities
- Canadore (Canada)
- Fanshawe College (Canada)
- Greenwich University (UK)
- TSI (Ireland)
- Uclan (Ireland)

➢ **Oct 2015 - Nov 2017**　**Technical Head**
Traviate Online Pvt. Ltd., Noida India

- Monitored employee tasks to gauge business functions and inefficiencies.
- Organized system operating procedures to strengthen controls.
- Recommended technology upgrades to improve client security.
- Developed technical requirement documentation for new software products.
- Assessed business requirements to create focused solutions.
- Implemented and maintained technology and software budget.
- Led technical upgrade projects for clients by working and coordinating with consultants and developers for integrations.
- Wrote strategic business plans outlining need for departmental information technology resources.
- Communicated regularly with customers concerning data exchange and technology integration.
- Techstack: PHP, Zend Framework, HTML, CSS, Jquey, Bootstrap, MySQL, Memcache
- Contributed to make product rich having millions of traffic in a day.
- Transaction worth Billions done on platform.

➢ **Oct 2014 - Sep 2015**　**Delivery Manager**
MindYourFleet, Noida India

- Integrated new technologies and best practices to improve delivery management.
- Created and monitored compliance with delivery schedule milestones to support consistent progress toward internal goals.
- Detected and proactively remediated problems in technical delivery planning and scheduling, avoiding final delivery delays.
- Applied agile project management and agile transformation techniques to deliver projects.
- Negotiated and managed project budgets to meet goals.
- Created and implemented contingency plans to address potential risks.
- Generated reports for IT project progress and performance.
- Communicated project updates to stakeholders at all levels.
- Coordinated with external vendors to deliver IT project components.
- Wrote, updated and maintained project documentation.
- Implemented best practices to drive quality IT project delivery.
- Conducted quality assurance to verify accuracy of data used in IT projects.
- Trained personnel on use of IT tools and applications.
- Tech Stack PHP, MySQL, Apache, Nginx, Zend, Redis, Angular, MongoDB, REST API, JWT

➢ **Sep 2011 - Sep 2014** **Delivery Head**
My Guesthouse Accommodations Pvt. Ltd., Noida India

- Integrated new technologies and best practices to improve delivery management.
- Created and monitored compliance with delivery schedule milestones to support consistent progress toward internal goals.
- Detected and proactively remediated problems in technical delivery planning and scheduling, avoiding final delivery delays.
- Applied agile project management and agile transformation techniques to deliver projects.
- Negotiated and managed project budgets to meet goals.

- Created and implemented contingency plans to address potential risks.
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- Trained personnel on use of IT tools and applications.
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➢ **May 2008 - Aug 2011**   **Assistant Project Manager**
Samin Tekmindz India Pvt. Ltd., Noida India

- Established and enforced project timelines and deadlines.
- Managed various IT projects to meet deadlines and customer requirements.
- Developed and introduced IT strategies to improve operational efficiency.
- Implemented best practices to drive quality IT project delivery.
- Resolved staff conflicts and identified potential areas of improvement.
- Communicated project updates to stakeholders at all levels.
- Identified and implemented cost-saving measures in IT projects.
- Assessed and analyzed customer requirements to develop effective IT project plans.
- Led cross-functional teams to successfully complete IT projects.
- Wrote, updated and maintained project documentation.
- Monitored and tracked project progress to support timely completion.
- Partnered with project team members to identify and quickly address problems.

- Coordinated with external vendors to deliver IT project components.
- Updated customers and senior leaders on progress and roadblocks.
- Trained personnel on use of IT tools and applications.
- Generated reports for IT project progress and performance.

➢ **Sep 2004 - Apr 2008**   **Project Lead**
SK Internet Technologies Pvt. Ltd., New Delhi India

- Coordinated team members, consultants and material resources across multiple projects and departments.
- Developed and managed comprehensive project plans and associated project documents to keep ongoing development on schedule.
- Built flow charts and project plans, informing clients on available services while proposing viable paths towards accomplishing objectives.
- Communicated project expectations to team members and stakeholders to set the tone for high productivity level.
- Defined project scope, goals and deliverables that supported company objectives in collaboration with management and stakeholders.
- Tracked project and team member performance closely to quickly intervene in mistakes or delays.
- Scheduled and facilitated meetings between project stakeholders to discuss deliverables, schedules and conflicts.
- Developed and implemented project plans and budgets to ensure successful execution.
- Analyzed project performance data to identify areas of improvement.

➢ **Apr 2003 - Aug 2004**   **Web Developer**
Acumen Software Pvt. Ltd., New Delhi India

- Planned website development, converting mockups into usable web presence with HTML, JavaScript, AJAX, and JSON coding.
- Implemented content management and security resource tutorials to assist end-user training.
- Implemented changes and integrated requested elements to streamline business operations.
- Oversaw back-end development using PHP to maintain website integrity.
- Developed technical solutions required to accommodate specific user-facing assets
- Adhered to SEO best practices while designing sites.

➢ **EDUCATION AND TRAINING**

❖ **Masters In Computer Applications**
Computer Science - June 2002
IGNOU - New Delhi

❖ **1 Year Certificate Course In Computing**
Computer Science - June 1998
IGNOU - New Delhi

❖ **1 Year Certificate Course In Computing**
Computer Science - Dec 1997
Institute of Regional Engineering College - Allahabad

❖ **Bachelors**
History and Philosophy of Science and Technology - June 1996
Allahabad University - Allahabad

❖ **Intermediate**
PCM - June 1993
U.P. Board - Allahabad

❖ **High School**
PCM - June 1991
U.P. Board - Allahabad

➢ **ACCOMPLISHMENTS:**

- Knowledge on delivering and maintaining high-end scalable products.
- Knowledge of preparing work-plans, resource management, expectation management.
- **Knowledge of CMMi Level-3 Standards**
- **Knowledge of ISO-9001 Standards**
- **IBM Certification in BigData**
- Surefire Wealth (http://surefirewealth.com)
- Member Speed (http://www.memberspeed.com)
- **(Member speed Product, 1600 copy sold with the earning of 1.6 Million US Dollar within 10 Days**
- **Created Rest APIs, which handled millions of traffic in a single day**
- **Worked on a product which handled transactions worth Rs billions within a month**
- **Part of the solutioning, which meets the SLA of 1 sec to serve an API response.**
- **Handled a product on which 7000 students were given the examinations within 2 hr.**
- **Ability to handle Saas based products from scratch to maintenance mode.**

➢ **INTERESTS:**

Listening music, watching cricket, playing chess

➢ **LANGUAGE:**

Hindi: First Language
English: Advanced

➢ OTHERS:

DOB: 12 Aug 1976
Valid Passport: Yes