

Subin George Abraham

📍 B/2, Mantri Niketan, Ground Floor, ST Road, Dapodi, 411012 Pune, India

✉️ sharpsubin@gmail.com 📞 7758805444

in <https://www.linkedin.com/in/subin-george-59268814/>



Profile

Overall, 20+ years of experience in IT Management. Driving and managing teams like Operations, DevOps, Development, Business Analyst, Product Owner, Release Mgmt., PMO/PM & Architect, Server/Network monitor and administration, Incident mgmt., Problem Mgmt., Change Mgmt., Service desk, and Helpdesk administration.

Professional Experience

Sr. Project Manager / Sr. Manager, Allianz Technology 08.2016 – present | Pune, India

- Delivery Manager & Scrum Master for AzTech.
- People Mgmt., Resource Planning & Budgeting, Finance & Billing.
Driving various internal project on Decommissioning legacy tools like Remedy, Planview Tool.
- Delivery of Operations, Database, Development & Business Analyst, Architect, Product Owner, Scrum Master activities.
- Reporting for Clients, Internal Mgmt., KPI, Governance, Dev Report, Sprint Status, Peer Review, etc. completed timely.
- Designed Created incident recorder, issue tracker, utilization tracker, escalation matrix, Velocity report for KPI to streamline delivery and operation process which was missing earlier.
- Successfully carried out an upgrade, cloning, patching, development & Deployment activities.
- Managing the Audit for Global Tools.
- Conducted, managed Interviews, and coordinated on hiring process with Business and HR.
- Restructured the ServiceNow Developer Guideline, Peer Review, Deployment, Agile process, SDLC, Scrum, TMS, ATF, Defect Mgmt., SOS, Operations.

Lead Infrastructure Engineer (Team Leader), 08.2011 – 08.2016 | Pune, India

Mphasis and HP Pvt. Ltd. (EDS Company)

- Project: Bentley & VWG (NOC, L1, L2 Team, SAP Scheduling Team)(December 2015 –August 2016). (Team Leader) HC - 22
- Project: Sabre (MRO, L1, L2 Team and Change Management Team)(January 2015 –November 2015). (Team Leader) HC - 12
- Project: Goodyear Tire & Rubber Company (L1 Team, L2 Server Team)(August 2011 – December 2014). (Team Leader) HC -12

Additional Tasks:

1. Project for Auto-ticketing
2. Project for Arago Automation
3. Project for InfraGraf @ VWG and Bentley
4. Project for OSS Practice Transformation – Tools
5. Project for Alert reduction for VWG and Bentley
6. Part of the Transition team, Knowledge Transfer Team.
7. Working closely with Mphasis Internal Team to reduce the workload.
8. Mphasis Events Management Team (R&R, Town Hall ...)

Sr. Technical Support, *Hutchison 3 Global Services Pvt. Ltd*

10.2008 – 08.2011 | Pune, India

Subject Matter Expert (SME / Team Coach),
IBridge Solutions Pvt. Ltd

04.2007 – 09.2008 | Pune, India

Customer Service Agent, *Oceans Connect Pvt. Ltd*

04.2005 – 08.2007 | Pune, India

Certificates

PRINCE2 AGILE – Foundation & Practitioner Certified

Certified SAFe5 Agilist

Certified Scrum Product Owner (CSP0)

Certified Scrum Mater (CSM)

Micro-Certifications in ServiceNow

Certified ITIL (V4) Foundation (IT Service Management)

Microsoft Certified System Engineer. (MCSE)

Blanchard Certified – Leadership Conversation