



Ashwinkumar Shende

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Profile Summary

Motivated by a results-driven approach, I possess 20 years of diligent expertise in Microsoft Technologies, holding key techno-management positions with leading organisations such as Synechron Technologies(13 years) ,IBM India Ltd(3 years) and Efkon India Ltd (4 years). My Microsoft Azure certifications and proven track record in delivering exceptional results in IT projects are a testament to my skills and expertise.

- Proficient in Microsoft Azure, D365 CRM, Jenkins, PowerShell, Terraform, GitHub, AzureDevOps, Azure CLI
- Cognizent of project management related processes used in the IT industry.
- Currently managing Azure Cloud team and contributing technically for ongoing issues.
- Collaborated on cost cutting initiatives from Azure side and helped client to save over 1 Million dollars in last year
- I possess a thorough understanding of end-to-end IT development/operations and am an expert in Change, Release, and Incident Management and well aware of Scrum and Kanban processes.
- Collaborated with Microsoft to migrate on premise infra/CRM/DAX to D365 environment.
- Deeply involved in business critical issues troubleshooting, investigations and reporting.
- Conducted RCA analysis to permanently resolve critical issues and maintained up to 99% SLA adherence
- Successfully directed critical software updates deployment on production environments
- Collaborating directly with clients and stakeholders.

Work Experience

April 2022 – Till Date	Synechron Tech K. K. Tokyo, Japan,	Tech Specialist – IT Operations (onsite)
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- Achieved efficient Azure VM deployment with Terraform, successfully provisioning 750+ VMs.
- Streamlined VM creation by implementing Azure DevOps pipeline for seamless provisioning.
- Proficient in end-to-end support for Microsoft's Document Routing Agent, from installation to configuration and ongoing maintenance.
- Azure function deployment using self hosted agent, with private endpoint enabled, using azure devops pipeline.
- Experienced in managing and supporting Azure Logic Apps and storage containers for efficient file processing.
- Successfully executed consecutive business Go-Lives with zero incidents in production environment, demonstrating expertise in deployment management.
- Implemented cost-effective measures by developing sleeper schedulers for Azure VMs, optimising resource utilisation.
- Perform patching validations for biz critical applications.

March 2011 – March 2022	Synechron Technologies, Pune, India	Tech. Specialist – IT Operations (Offshore)
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- Highly competent operations manager, responsible for managing daily business operations, including overseeing all aspects of production, planning, process development and improvement

Key responsibilities

- Coordinated azure migration and helped biz teams designing azure migration
- Deployed and maintained Azure Virtual Machines, applications and Monitoring Services to support application growth into the cloud.
- Collaborating with Product Management team to reproduce business issues and help them providing permanent solution to existing application issues.
- Supporting D365 CRM applications through maintenance, form/dashboard & workflow customizations, end-user guidance, and level 2 production support requests
- Maintaining infrastructure of Microsoft Dynamics 365 Customer Engagement Applications.
- Collaborating with Product Management and Business Process Owners to reproduce business issues and help them providing permanent solution.
- Proactively document solutions, processes, designs and lessons learned
- Identify and manage risks with timely reporting and escalation of such risks and issues
- Migrated on-prem CRM applications to D365 cloud platform
- Post-production D365 application monitoring setup and maintenance
- Deployment and release management of D365/Azure Cloud applications
- Automate existing manual processes to save time, cost, and efforts
- Responsible to provide up-to-date weekly/monthly/yearly work data to higher management.

Professional Certifications :

- Microsoft Certification AZ-103 - Azure Administrator Associate
- Microsoft Certification AZ-400 – Designing and Implementing Microsoft DevOps Solutions

Key Achievements in projects :

- Involved/Designed Disaster recovery setup and processes for azure resources for the client.
- Developed terraform automations to deploy azure Virtual Machines as per biz requirements
- Developed and mentored team for key automations in SSIS and Service-now, which turned out to be success with respect to overall business operations. Won Surpass award.
- Sole point of contact for vendor, cloud governance team, business and development team. Effectively communicated with to take project at next level as per business needs

Jan 2008 – Feb 2011	IBM India Pvt. Ltd, Pune, India	Application Developer
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- Responsible for the architectural changes for the Clients Web based application, as well as for overseeing the work being done by other software engineers working on the project.

Key responsibilities

- Development and maintenance of .net application for US client1
 - Code enhancements / deployments / patching
- Development and maintenance of .net application for US client2
 - Assist architectural change from Mainframe to SAP

Key achievement/projects

- Won a token of appreciation from onsite manager for Consistent performer for some critical onsite tasks

June 2004 – Dec 2007	Efkon India Ltd, Pune, India	Application Developer
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- Responsible for design and development of the application. Designing and Managing critical Database and Application related changes, Manage clients for all the critical production Issues, Handling Development and support team at offshore and at client site

June 2002 – May 2004	G. H. Rasoni Polytechnic, Nagpur, Maharashtra, India	Lecturer
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- Handled class of 90 students, MSBTE Exam committee member, Exam Controller – MSCIT, Training In-charge for Electronics Department

August 2000 – April 2002	Saurabh Electricals Pvt Ltd, Nagpur, India	Testing Engineer
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- To test finished commercial Transformers, to supervise Transformer assembly operations, product presentation to clients, Involved in project auditing

Education and qualifications

- Diploma in Business Management from Nagpur University, Department of Business Management, 2002 with 62%
- Bachelor of Engineering (Electronics and Power) from Nagpur University, Maharashtra, India, 2000 with 64%
- HSSC from Maharashtra Board, India, 1996 with 67%
- SSC from Maharashtra Board, India, 1994 with 82%