Balantrapu Venkata Roudri

Founder & CEO

DIZITIVE IT SOLUTIONS PVT LTD.,
India | Norway
+91 8374076661
www.dizitiveit.com

Profile

Entrepreneur, ITIL Expert certified IT Consultant with good subject matter expertise in IT Services Management (ITSM), Service Integration and Management (SIAM),ITIL processes, strategic technology infrastructure planning, and developing cost effective solutions to meet customer business requirements.

Skill / Experience Summary

- 20+ Years of total working experience
- 3 + years of experience as CEO managing the IT Firm
- 9+ years of experience in IT Telecom domain
- 6 + years of experience in IT-Service Management
- 8 + years worked as Guest Faculty in Computer Science and Engineering Colleges
- 2 year Research experience in Software Process Modeling & Design
- Experience in Object Oriented Software Modeling & Design with Design patterns
- Experience in Rational Unified Process, process alterations and Tools design
- Experience in ITIL Tool development on BMC Remedy for 4 years
- Technical architect for Microsoft platform application

Roles & Responsibilities successfully handled:

- Entrepreneur
- Service Management Lead
- Process Designer
- IT Process & Operations Management
- Project Management
- Incident Management
- Problem management
- Change Management
- Release & Deployment Management
- Capacity Management
- SLA/OLA Management
- Contract Management
- Quality Management
- Team Building and Management

Technology Experience:

Operating System   : Windows 95/98/NT/2000/XP.

Programming Languages : Pascal, COBOL, C, C++, VC++, C#.NET, VB.NET, Java , Oracle PL/SQL.

Database   : Oracle 9i, MS SQL Server 2005.

Tools: Rational Rose 2003/2008, BMC Remedy 7.5, VSS, Crystal Reports, TOAD. MS Share Point.

Domain Experience   : Telecom

Management Experience   : Service Integration, IT Service Management and Project Management

Education Summary:

- Master of Technology **(M.Tech**) in Computer Science & Engineering from Pondicherry University India.
- Master of computer Applications **(M.C.A**) from Andhra University India.
- Bachelor of Sciences (**B.Sc**) in Computer Science from Andhra University India.

Employment Summary:

- Worked as Technical Guest Faculty in KAKINADA (INDIA) from Oct 2002 – Sep 2007
- Worked at TCS (India & Norway) in various Roles from Sep 2007 – March 2015
- Worked at Accenture AS Norway as Service Management Lead from APR 2015 – 2016 MAR
- Worked at Telenor AS Norway as Process Design Architect from 2016 MAR – 2019 AUG
- Working in DIZITIVE IT SOLUTIONS as CEO Aug 2019 to till date.

Certifications Obtained:

- ITIL **Expert Certificate**
- ITIL **Managing Across the Lifecycle**
- ITIL Intermediate Certified in **Continual Service Improvement**
- ITIL Intermediate Certified in **Service Operations**
- ITIL Intermediate Certified in **Service Transition**
- ITIL Intermediate Certified in **Service Design**
- ITIL Intermediate Certified in **Service Strategy**
- ITIL V3 Foundation completed in Feb 2012.
- Microsfot.Net Framework 2.0 Application Development foundation Certification.
- Introduction to Oracel 9i : SQl -1Z0-007.

Thesis/White Papers

#1. **Title:** "Domain Specific Modeling To Increase Productivity: A Survey".

Type: International Publication

Conference Name : International Conference on Global Software Development-2007

Conference Location : PSG College of Engineering and Sciences Coimbatore, India.

Role : Author

Abstract : Domain specific Modeling (DSM) is used to increase productivity by automating the code generation. Here requirements or concepts will be modeled, form those concepts code will be generate directly by using some tools. This can increase productivity up to 5-10 times. Here in our paper we will start with history how DSM evolved, after that we will see road map for DSM, pre-requisites for DSM 1)Domain specific Modeling Language 2)Code generator 3)Component library,   Environment for DSM, open issues and finally we will end up with conclusion and feature work

#2. **Title:** "Domain Specific Modeling to Develop Mobile Banking Applications".

Type: National Publication

Conference Name: Conference on Smart and Secured Environment -2007

Conference Location: PSG College of Engineering and Sciences Coimbatore, India

Role: Author

Abstract: As Domain specific Modeling (DSM) is used to increase productivity by automating the code generation this can be applicable for small applications to begin with. Here This paper consists of modeling the requirements/concepts form mobile banking application and the security aspect were modeled. These models were designed as concepts and those concepts were tagged to the code libraries. As the Scope of this paper limit to conceptualization of the Mobile banking application requirements and security aspects.

#3. **Title:** "Domain Specific Software Vending Machine (DSM VM)".

Type: WHITE PAPER.

Conference: BRITISH TELECOMUNICATIONS TECH FEST

Role: Author

Location: TATA CONSULTANCY SERVICES INDIA.

Abstract: Can we imagine a machine which will produce software? Origin for this thought is automation of software development. The word automation of software development triggers another set of questions like how to develop such type of machines? Is it possible? What are all the advantages? What are all the disadvantages? What about creativity? What about user satisfaction? etc., Here we are providing complete details regarding how to develop such type of machine, advantages, disadvantages, open issues etc., Here I want to provide survey on new key aspect in software development called Domain Specific Modeling (DSM).DSM is a new development paradigm which is used to increase productivity by raising the level of abstraction beyond coding. Here programmers can work directly with domain level concept

Assignments with Telenor

Telenor Norway Fiji – 2015 May – Aug 2019

- **Service Management lead:** I am responsible for ensuring necessary process in place, Continual Improvement, Service Reporting, Vendor Management, Capacity, Lifecycle and License Management process management. The key tasks are to Manage the SLA/KPIS and improvement plans of different vendors in a multi-vendor environment to optimize the value chain availability in the IT portfolio
- **Process Designer:** With my ITIL expertise and experience in ITSM Consulting, I have designed the Continual Service Improvement, and Lifecycle Management, Capacity Management process for Telenor Norway.

Telenor Norway, STAR ADAM 2014- 2015

- **Co-location Manager :** I was responsible for ensuring E2E Operations for TCS to ensure the seamless delivery and High Availability of system by effectively managing the AM Teams

- **Transition Co-coordinator:** I was responsible for Change Management and Release Management Transition as part of the STAR ADAM contract for TCS. The key task is to prepare and execute the Transition plan with any deviations.

Telenor Norway, DUPLO 2012 - 2014

- **Service Manager:** I was responsible for ensuring necessary process in place, Continual Improvement, Service Reporting. The key tasks are to manage the SLA/KPIS and improvement plans of TCS as vendors in a multi-vendor environment.
- **Co-location Manager:** I was responsible for ensuring E2E Operations for TCS to ensure the seamless delivery and High Availability of system by effectively managing the AM Teams

Telenor Norway, DUPLO 2011-2013

- **Problem manager:** I was responsible for problem management from TCS (Vendor) side to ensure the timely delivery of Root cause analysis, solution to the recurring issues, SLA/KPI Management for problems and follow-ups and coordination with other vendors.

Telenor Norway, DUPLO 2010-2011

- **Incident manager:** I was responsible for incident management from TCS (Vendor) side to ensure the timely delivery of incident fixes, SLA/KPI Management, follow-ups and coordination with other vendors.

Telenor Norway, DUPLO (Tools) 2010-2014

- **Project Manager**: I was responsible for (M2M) Machine 2 Machine Integrations project between TIARA and TCS ITSM tool . Successfully delivered the Tools projects with the time line and budget. TCS were the only one vendors who delivered the solution on time during DUPLO Transition.
- **Contract Management:** I have contributed to contract management for TCS (Vendors) during to DUPLO and STAR ADAM transition phases. Key Responsibility was to understand, negotiate and ensure the Contract compliance.

Assignments In Telecom

I. **Project:** BT-LLU BMRIVVT Support

 Customer: Leading Telecom Company in UK.

 Period: Dec 2008 to July 2010

Description: This project is intended to give support for testing the BMR application, and it will also support the EMP End-to-End testing. Configuration to live environments, Environment upgrades, Test deployments, and order progression are the different aspect covered in this IVVT supports scope.

Role:

- Development team lead
- Project Lead
- Quality Manager

Solution Environment

- VB.NET, ASP.NET
- Oracle 9i database, PL/SQL, Visual Studio.net

II. **Project:** Knowmax (Share Point) Site for CE&IS Sub ISU

Customer: TATA Consultancy Services.

Period: Aug to 2009 to July 2010

Description: This project is intended to develop and maintain the knowledge repository at the Sub ISU level, where end user need project level, organization level, technical level and domain level information with proper information architecture.   And continuous updating is required for the site in order provide the up-to-date information at sub CE&IS sub ISU level.

Roles:

- Development team lead
- Project Lead
- Quality Manager
- Site Administrator

Solution Environment: MS Share Point Services. (MOSS 2007)

III. **Project:**   BT-LLU Bulk Migration Robot –Application Maintenance

Customer: Leading Telecom company in UK.

Period: Nov 2007 to Nov 2008

Description: This system is intended to make the distribution and progression of the jumpering tasks manageable by Taskforce. The SP will submit a separate order to BT reconnect each customer. This will result in several hundred orders on CSS each requiring a frames task on a single MDF within short timescales. To fulfill this requirement, LLU Migration Robot has been developed. LLU Migration Robot gets the feed from CSS. Field engineers updates jobs into CSS using LLU Migration web site.

Role:

- Developer
- Quality Prime

Solution Environment: VB.NET,ASP.NET,Oracle 9i database,PL/SQL, Visual Studio.net, TOAD

Personal Details

Date of Birth: 24-07-1980

Nationality: Indian

Gender: Male

Marital Status: Married.

Languages: English, Indian National Languages (Hindi, Telugu, Tamil)

Address: A 1502, Myhna Maple , State Highway 35, Varthur, Bengaluru 560087.