Contact

www.linkedin.com/in/robin-
bakshi-5aba5850 (LinkedIn)

Top Skills

IT Service Management
Service Transition
Project Management

Languages

English
Hindi
Marathi

Certifications

ITIL V3 intermediate Service
Operations
ITIL Practioner in IT service
management
IBM Certified UCM Professional
ITIL V3 intermediate Service
Transition
ITIL Expert Managing Across the
Lifecycle (ITIL-MALC)

Honors-Awards

ACE Achivers Award
STAR Award

Robin Bakshi
ITIL Expert
Maharashtra

Summary

12+ years of experience working in the Banking domain - TIAA,
Nomura and Barclays

Core Competencies:
Leading Service Transition and Service Operations (ITIL)
Working in cross functional, cross region teams
Continual Service Improvement
Stake holder management
Work Transition across countries
Automation

Experience

TIAA
Associate Director
December 2016 - Present
Mumbai, India

Nomura
Lead - Level 1 Production Support
September 2011 - December 2016 (5 years 4 months)
Mumbai Area, India

Work closely with all other Managed Services Functions to deliver Change
Management Services.

Accountable for providing change and release metrics and communication with
senior management.

Ensure that the service can be managed, operated and supported in
accordance with service design.

Provide a consistent and rigorous framework for evaluating the service
capability before a new or change service is released to production.

Coordinate with global teams daily to guarantee seamless code integration and promotion.

Provide and coordinate appropriate resources during releases; document deployment activities.

Track release blockers and obtain buy-in from stakeholders for release inclusion.

Keep a large and globally distributed team adhering to release schedule.

Polaris Financial Technology Limited
Consultant
September 2010 - September 2011 (1 year 1 month)

Configuration Management Lead and auditor.
Define Policies, develop and implement new release and configuration management practices for new technologies to meet the demands of the project and ongoing sustainable configuration operational processes.

Accenture
Senior Software Engineer
June 2007 - September 2010 (3 years 4 months)
Mumbai, India and Chicago, USA

Leading the configuration and build management team. Responsible for build process automation and continuous improvement initiatives.

Education

University of Mumbai
Bachelor of Engineering (B.E.), Information Technology · (2003 - 2007)