BEN ISRAEL

Release Manager (Microservices)
Investment Banking Applications

Linked In
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Call me
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+ PROFESSIONAL EXPERIENCE

**Aug '16 - Present HCL Technologies
Application Release Manager**

Spearheading the release team to effectively plan, build, test, and deploy releases on a fortnightly basis with precision. Effectively filling the gaps between cross-functional and vendor teams paving way for a smoother, and less-chaotic release.

Closely monitoring releases and conducting post-implementation reviews, thus gaps, and mistakes are fed into the 'continuous improvement process' to mitigate similar risks in future.

Key contributions:

- **Refined the release and DR process for a legacy payment system and considerably reduced required downtime to 7 hours.**

- **Despite a backlog of 5000+ transactions in production system, released a Sanctions and Embargoes application to sensitive regions such as Iran, Somalia, Pakistan without any impact to business operations.**

- **Worked with external auditors (KPMG) to close critical IT audit points in release process.**

Oct'14 – Jul'16 Application Deployment Manager

Deployed application releases into production environment by closely working with the Application and Business owners alongside the release manager.

Conducted Implementation walkthroughs, technical walkthroughs, staging rehearsals, post-implementation reviews to ensure all teams are on the same page, thus effectively minimizing communication gaps.

Strong understanding of the technical know-how to work closely with the developers to understand scope of the release.

Cont'd

+ ABOUT

Creative, adaptable, and tech-savvy IT professional with 6.10 years of progressive experience across a broad range of IT functions with specialized focus on **Production Release management for large banks**. Responsible for planning, building, testing, and deploying applications for major payment & transaction-based applications.

Currently working in an Agile-based DevOps team as the release manager for Deutsche Bank, collaborating with multitude of vendors and cross-functional teams from around the World.

+ AREAS OF EXPERTISE

	Beginner	Good	Skilled
Agile (Scrum, Kanban)			
DevOps, SAFe			
Infrastructure Migration			
Docker, Kubernetes, Ansible			
Disaster Recovery			
Risk Mitigation			
Change Management			

+ TECHNICAL PROFICIENCY

	Beginner	Good	Skilled
JIRA, Confluence			
Git, Git Hub			
Jenkins, uDeploy, CI/CD			
SQL, BI Data Reporting			
HP ALM			
Bash, PowerShell			
ITSM			

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+ PROFESSIONAL EXPERIENCE cont'd

Key contributions:

- **Automated deployment operations from manual deployment to IBM uDeploy, therefore considerably reducing the operating cost.**

- **Created a new change Approval workflow to avoid unnecessary approvals (and delays), to add mandatory ones.**

- **Introduced 4-eye (doer-checker) verification process to eliminate human error during production deployment.**

Aug'12 – Sep'14 Senior Analyst

Production support L2 for Messaging applications; working with business operations teams, application owners, and other stakeholders to provide a truly lightning fast support to any critical production issues. MySQL reports, Data and ticket analytics, Business intelligence reporting to effectively monitor and run the support team for one of the most demanding set of applications.

Key contributions:

- **Created a master-tracker to update, track, and import all known issues as in-depth KB articles.**
- **Developed several automated reports to provide daily/weekly/monthly reports on the number of issues (pending, closed, aging etc.).**

+ EDUCATION

2009-2012 Information Technology – B.Tech
Latha Mathavan Engineering College
Anna University, Chennai

2004-2007 Information Technology – Adv. Diploma
Arasan Ganesan Polytechnic College
Directorate of Technical Education, Chennai

+ AWARDS

WYGIWYG Award from Sr. Vice President
2018
HCL Technologies
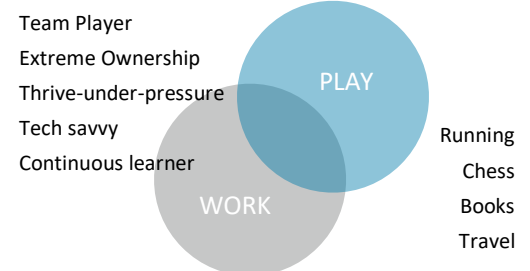
Comet Jewel from Head of Business Unit
2015
HCL Technologies

+ PERSONAL SKILLS

	Beginner	Good	Skilled
Interpersonal skills			
Solid Verbal Skills			
Outstanding writing skills			
Culturally competent			
Diligent & Industrious			

+ WORK/PLAY BALANCE

Team Player
Extreme Ownership
Thrive-under-pressure
Tech savvy
Continuous learner

PLAY
WORK

Running
Chess
Books
Travel

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+ REFERENCES

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