INDUNIL THEMBUWANA

MANAGER - MIDDLEWARE

30/97, Sandun Uyana, Samadhi Mw., Katuwawala Road, Maharagama, 10280, Sri Lanka.

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ABOUT ME

A technically competent and industry-savvy IT service professional with more than 18 years of the overall experience. A committed infrastructure support manager with experience in providing and maintaining a high standard while producing excellent KPI statistics for the service delivered.

EDUCATION

BACHELOR OF SCIENCE
Charles Sturt University / Wagga Wagga / 2006

DIPLOMA IN SOFTWARE DESIGNING
National Institute of Business Management (NIBM) / Colombo 07 / 2002

LINKS

LinkedIn:
https://www.linkedin.com/in/indunil-thembuwana

SKILLS

INFRASTRUCTURE OPERATIONS MANAGEMENT

KPI REPORTING

TEAM BUILDING

PEOPLE MANAGEMENT

INTERPERSONAL COMMUNICATION

ORGANIZATION & DELEGATION

FORWARD PLANNING & STRATEGIC THINKING

SERVICE MANAGEMENT

TECHNOLOGY TOOLS & EXPERTIES

- Oracle Weblogic 11g / 12c
- IBM MQ
- LINUX Administration
- Shell Scripting
- Python Scripting
- ServiceNow
- IT Monitoring Tools Knowledge
- Apache Web Server
- Veritas Cluster Manager
- Task Automation
- Cloud Fundamentals

LANGUAGES

ENGLISH SPEAKING

ENGLISH WRITING

FUNCTIONAL EXPERIANCE

IT Operational Skills

- Improved Time Management skills by scheduling deadlines monitoring important production milestones and ensuring teams finish projects within specific timelines.
- Risk analysis skills while planning major change requests in various financial divisions in LSEG.
- Resource management, planning during major application and infrastructure projects.
- Working on team recruitment needs and training needs for operations team

Leadership Skills

- Managing a 10 member team
- across the globe, resources based in USA & Sri Lanka
- Actively listening to members in team to help and support to make sure BAU and project work runs efficiently
- Having weekly 1:1 meeting with team members to understand the problems and improvements required to better support the organization goals and individual career achievements
- Making management decisions when it comes to organizational changes with minimum impact to business.

Customer Service Skills

- Seek direct feedback from customers or colleagues for the support we provide via Emails/MS Teams.
- Ensure all customers had their needs met within agreed SLA's.
- Initiate standup meetings with team members to see the progress on customer feedbacks and analyze service now reports.
- Try to understand better and improve skills on customer expectations & their business needs.

PERSONAL DETAILS

Date of Birth: 08 August 1981
Nationality: Sri Lankan
Marital Status: Married

WORK EXPERIANCE

LSEG
Colombo 10
Sep 2016 - Present

● **Manager - Middleware**

- Currently managing LSEG PostTrade Middleware team span across Sri Lanka and USA.
- Manage the delivery of Middleware infrastructure service to various clients aligning to ITIL best practices while achieving the required SLA.
- Manage a team of 10 that has skilled varied from Architects to junior engineers.
- Develops and implements new methods, procedures, and systems to improve service performance, which resulted in an increase in efficiency.
- Carry out mid-year and year-end performance appraisals for all while having regular one-to-one sessions to provide guidance and constructive feedback where needed.
- Accountable to Present weekly/monthly/annual KPI and other operational reports and findings to higher management.
- Manage disaster recovery capability for the Middleware infrastructure according to the BCP requirements.
- Maintain the documentation for the infrastructure managed.
- Lead support engineers and other stakeholders in the process to solve issues and get back to standards and mitigate delays
- Manage security patching for all the applications in the scope in order to maintain the company security standards.
- Provide directions and guidance for automation where necessary to generate efficiency and capacity with the team.
- Identify required training for each individual and work with T&D team in order to provide them to empower the team.
- Monitor and evaluate the development of the staff and make use of the new skills of theirs
- Maintain the attrition at a minimum level within the team.
- Continually work with the onsite engineering team to get more work to the Colombo team.
- Manage people in different geographical location and works in different time zones.
- Lead continuous improvements in the processes and standards by looking at the market demand and environment/industry changes.
- Actively involved in BCP planning during the pandemic.

VIRTUSA PVT. LTD.
Colombo 08
Feb 2008 - Sep 2016

● **Lead Consultant - Technology Services**

- Providing technical leadership for a 12-member team.
- Overlooked all the technical areas and provided expert support to the team when required.
- Managing the team rotations
- Handling client escalations
- Managing the resources within the team for Releases in order to overcome resource burnout while working long hours during weekends.
- Provide technical expertise on Weblogic, ZXTM, Linux, and Apache.
- Providing on-call support after finishing UK hours until the next day's morning SL hours.
- Creating reports for the higher management to show the team's progress and improvements
- Planning for knowledge improvements for the team members with the support of the Training and Development Department.
- Extended the expertise support to other ASM projects.
- Delivered tech talks to the ASM community within the company
- Currently holding Change Approval Manager (CAM) role which presents all the changes to the CAB on behalf of all the ASGs in the platform and assesses and approves the changes on behalf of the platform.
- Held the role of Incident Manager, which had the responsibility of managing all types of proactive and reactive incidents. One of the main responsibilities is to log in to Command Center conf call and provide updates to stakeholders while the investigation is going on in the background. Also provided many technical solutions to reduce proactive incidents and gain a lot of positive client feedback for the work I have done. While I was holding this role, I invented a few excel templates to show the progress of incident reduction and handling performances and still, they are in use by many ASGs.
- Held the role of Release Manager which had the responsibilities to manage release from the beginning to release it for warranty. This includes tracking deliverables, following up with the E2E sign-offs, creating deployment plans, and resource plans, providing daily progress updates to the platform which regards to the deliverables, raising change required change records and follow them up until it gets fully approved. Have invented a lot of templates related to release management progress updates and am proud to say still all the ASGs using those to show the progress of releases to the stakeholders.
- Worked during the UK and SL hours (Shift based)
- Providing support throughout the online or on-site visit
- Provided 2nd line technical support for British Telecom (BT), Global Services Portal, and Openreach Portal

MINDSPRING PVT. LTD.
Colombo 04
Oct 2006 - Feb 2008

● **Senior Software Engineer**

- Providing development support by applying the key principle of computer science, engineering, and mathematical analysis for the ERP system for Sri Lanka Ports Authority and a web-based solution for The MJF Group to improve the quality and efficiency with which management information is provided.

SOFTLOGIC COMPUTERS PVT. LTD.
Colombo 04
Feb 2004 - Jul 2006

● **Software Engineer**

- Providing development support for POS systems using Visual Basic 6 and SQL Server2000.

COURSE

AXELOS
Sep 2018 - Sep 2018

● ITIL v3 Foundation