




BEN ISRAEL

Release Manager – DevOps
Adelaide SA

 **Linked In**
[linkedin.com/in/b3nisrael/](https://www.linkedin.com/in/b3nisrael/)

 **Call me**
(+61) 488-805-516

 **Email**
benny.dh@gmail.com

+ WORK EXPERIENCE

October 2019 - Present **Credit Suisse AG**
Assistant Vice President

Spearheading the bank's Risk and Finance application release team to effectively plan, build, test, and deploy releases on bi-weekly sprints while ensuring zero disruption to end users. Effectively minimizing gaps and improving transparency between developers, testers, cross-functional teams and operations by leveraging DevOps tools and Agile strategies paving way for a smoother, and Incident-free releases.

Closely monitoring and coordinating deployment activities and conducting retrospective reviews ensuring misses and issues are fed into the 'continuous feedback loop' to mitigate similar risks from future releases.

Key contributions:

- **Automated Change Request creation in ServiceNow with a Python-based Tkinter GUI and API which could generate 25~ custom Change requests in under one minute, saving hours of manual effort.**
- **Driven major upgrade of Oracle messaging infrastructure involving 15+ complex data processing and warehousing applications right from planning, testing, deploying, and monitoring.**
- **Created a JavaScript based Jira-tool for developers and BAs to easily be able to follow labelling, versioning, due dates, components in JIRA to efficiently track, report, and release changes to production.**
- **Introduced Release Metrics / KPIs which tracks details such as number of successful and rolled back releases, Rollback testing, Lead time compliance, Go-live schedule and Run book compliance, Incidents related to Release, Dress Rehearsal, Post Implementation Review conducted or not among other parameters.**

+ PROFILE

Creative, adaptable, and tech-savvy IT professional with 11+ 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 changes for major payment & transaction-based applications. Currently working in an Agile-based DevOps team as Build & Release manager for Credit Suisse AG, collaborating with multitude of vendors and cross-functional teams from around the world.

+ AREAS OF EXPERTISE

	Beginner	Good	Skilled
Agile Methods (Scrum/Kanban)	●●●●●	●●●●●	●●●●●
DevOps, SAFe RTE	●●●●●	●●●●●	●●●●●
Infrastructure Migration	●●●●●	●●●●●	●●●●●
Docker, Kubernetes, Ansible	●●●●●	●●●●●	●●●●●
Disaster Recovery / DR Testing	●●●●●	●●●●●	●●●●●
Risk Mitigation	●●●●●	●●●●●	●●●●●
Change Management	●●●●●	●●●●●	●●●●●

+ TECHNICAL PROFICIENCY

	Beginner	Good	Skilled
JIRA, Confluence	●●●●●	●●●●●	●●●●●
Git, Git Hub, SVN	●●●●●	●●●●●	●●●●●
Jenkins, uDeploy, CI/CD	●●●●●	●●●●●	●●●●●
SQL, BI Data Reporting	●●●●●	●●●●●	●●●●●
Unix, Shell Scripting	●●●●●	●●●●●	●●●●●
Bash, PowerShell	●●●●●	●●●●●	●●●●●
ITSM, ServiceNow	●●●●●	●●●●●	●●●●●

BEN ISRAEL

Release Manager – DevOps
Adelaide SA



Linked In
[linkedin.com/in/b3nisrael/](https://www.linkedin.com/in/b3nisrael/)



Call me
(+61) 488-805-516



Email
benny.dh@gmail.com

+ PROFESSIONAL EXPERIENCE

○ Aug '16 – Sep'19 **HCL Technologies (for Deutsche Bank AG)**
Application Release Manager

Owned and maintained integrated project schedules to deliver large-scale releases, which included both quarterly feature releases as well as monthly maintenance releases for critical transaction-based applications. Oversaw the creation and execution of release plans for the cross functional teams, across environments (Dev/Test/UA/RE/Security/etc).

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.**
- **Created a Risk and Impact calculator which based on user inputs calculates Risk of a specific release based on previous releases, incidents and outages etc.**

○ Oct'14 – Jul'16 **Application Deployment Manager**

Maintained audit-ready and transparent release repository and managed key information such as build and release procedures, dependencies, and notification lists. Conducted detailed Release Readiness reviews, Milestone Reviews, and Business Go/No-Go reviews.




Produced comprehensive and timely Deployment plans, Run Books and Implementation and Checkout Plans.

Coordinated release schedules and resources required depending upon the third-party applications, defect backlogs, planned releases, and infrastructure updates.

Cont'd

BEN ISRAEL

Release Manager – DevOps
Adelaide SA

-  **Linked In**
linkedin.com/in/b3nisrael/
-  **Call me**
(+61) 488-805-516
-  **Email**
benny.dh@gmail.com

+ 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.).

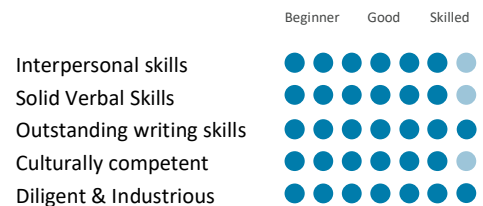
+ EDUCATION

- 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

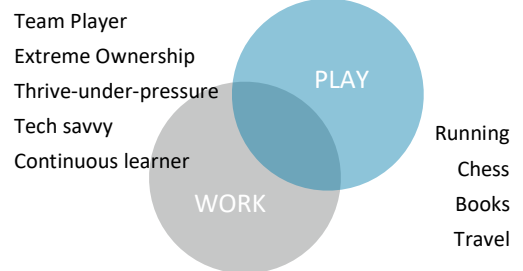
+ CERTIFICATIONS

-  **Professional Scrum Master I**
Scrum.Org
Active
-  **Azure DevOps**
Valaxy Technologies
Active

+ PERSONAL SKILLS





+ WORK/PLAY BALANCE




BEN ISRAEL

Release Manager – DevOps
Adelaide SA

 **Linked In**
[linkedin.com/in/b3nisrael/](https://www.linkedin.com/in/b3nisrael/)





 **Call me**
(+61) 488-805-516

 **Email**
benny.dh@gmail.com

+ REFERENCES




 **Sai Kishore**
CISCO Systems

Adelaide, SA
Australia

 +61 478 188 850
 saikishore@cisco.com
 [linkedin.com/in/saikishoreal/](https://www.linkedin.com/in/saikishoreal/)
 [cisco.com](https://www.cisco.com)




 **Sriram Balasubramanian**
Senior Delivery Head

British Telecom
Pritech Park SEZ, Bellandur,
Bangalore, KA

 +91 9880501561
 sriram.balasubramanian@bt.com
 [bt.com](https://www.bt.com)




 **Elango P**
Director

Digital Highway
13 Dass avenue,
Madurai, TN

 +91 9566695750
 victorelango@yahoo.com
 [digitalhighway.in](https://www.digitalhighway.in)




 **Ravindaran Sukumaran**
Group Project Manager

HCL Singapore
8 Shenton Way,
Singapore.

 +65 6273 8288
 Ravindaran.Sukumaran@hcl.com
 [hcl.com](https://www.hcl.com)

 **Gideon Rufus Paul**
Vice President

Deutsche Bank AG,
Floor 16, One Raffles Quay,
Singapore.

 +65 9185 1240
 gideon-rufus.paul@db.com
 [db.com](https://www.db.com)