

Punit Shah

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Skills & Experience Summary:

An experienced IT professional focused on hands-on management and design of legal technology systems and processes. Proven ability to implement and leverage technology for critical business initiatives, lead and manage large scale projects, and provide technical direction to internal and external clients. Expert at driving the adoption and enforcement of Scrum rules and managing projects for geographically dispersed teams. Capable of bringing overwhelming enthusiasm and awareness to projects, applying expert judgment to the removal of impediments, keeping teams focused and delivering success in rapidly evolving and dynamic environments.

Key highlights:

- Project Management
- Agile / SCRUM
- Requirements gathering & resource planning
- Process Improvement
- SQL Server administration
- Risk and compliance management
- Multi-country & multi-disciplinary collaboration skills
- Jira Administration
- Technical project management in China
- Log management

Work Experience:

Manager, Project Services: H5, San Francisco July 2014 – Present

Responsibilities:

- Responsible for project coordination including planning and implementing content across all work flows while ensuring that security, risk and compliance requirements were met.
- Key contributor in the development and implementation of application solution for Fortune 100 Company, delivered via SaaS environment
- Initiated a project to consolidate SQL Servers by using highly available and high performance SQL cluster architecture hosting Relativity databases, including migration of 1000+ production databases from acquired legacy servers
- Discovering inefficiencies in our production pipelines and driving solutions to completion.
- Interact with individual technical contributors, senior leaders, as well as coaching teams.
- Helping applications support teams go from fighting fires to avoiding them by creating solid process documentation & workflows
- Create a collaborative work environment that nurtures independence, transparency, mastery, innovation, and learning.
- Manage and maintain project backlogs and ensure forward momentum with project execution.
- Lead efforts to resolve project conflicts and establish appropriate resolution paths.
- Manage dependencies between multiple projects and develop strong partnerships with technology and business leaders.

- Assess and mitigate risk exposure.
- Implemented Jira ticketing system to replace Bugzilla
- Experience in JIRA Administration, analysis, design, development, Project management, Agile methodologies, Collaboration tools
- Managed projects for geographically dispersed teams
- Improved overall deployment process that drastically reduced time & efforts needed to deploy an environment
- Experience in procurement and asset management

Lead Deployment Engineer: **H5, San Francisco** April 2010 – June 2014

Responsibilities:

- Perform hands on and lead a team of database engineers, deployment engineers and system engineers to deploy, support and troubleshoot hardware and software bugs in H5 products.
- Evaluate, install and support various enterprise products like Symantec Vault, Microsoft Exchange Server 2007/2010, Microsoft FAST, VMWare, HyperV, NUIX, Relativity etc. for the product development and professional services team
- Deploy H5 software in a virtual environment like VMware & HyperV.
- Provide support to our internal customers that involve troubleshooting complex bugs at code levels.
- Work closely with the Product Development Engineers in developing new software products. Gather, analyze and document customer feedback and provide that feedback to the engineers for improvement of overall quality and usability.
- Assist QA Engineers in quality testing of H5 Products by setting up test environments.
- Responsible for providing complex deployment solutions for distributed architecture, to reduce deployment time and resource.
- Provide e-discovery processing and hosting services.
- Data center management & administration.

Client-side deployments & project management:

- *Macau, PRC* (Aug – Nov 2011) – Deployed H5 software for a client in Macau and supported a team of 20 users during the project cycle.
- *Beijing, PRC* (May – June 2012) – Deployed a document reviewing and hosting software at the clients' office and supported a team of 25 users that were spread across Beijing and Shanghai.
- *Beijing, PRC* (Feb – Mar 2013) - Deployed H5 software for a client in Beijing and supported a team of 10 users during the project cycle.

Deployment Engineer: **H5 Asia Pacific Pvt. Ltd., Mumbai, India**

July 2008 – March 2010

Responsibilities and accomplishments:

- Defined requirements for product enhancements needed for improvements in deployment
- Deployed new software releases in staging and production environments; providing technical support to end users troubleshooting and resolving issues
- Developed tools and processes to reduce risk and effort required in the deployment process
- Engaged in quality testing the deployment process for new product release cycles
- Provided feedback to QA & Engineering to improve the deployment process and the overall quality of product
- Developed processes to manage large scale deployment in multiple environments
- Created and maintained technical and process documentation for team knowledge base
- Visited San Francisco for product release and then deploying the software for a live engagement

IT Support: H5 Asia Pacific Pvt. Ltd. September 2006 – June 2008

Responsibilities and accomplishments:

- As the first member of the IT team at H5 Asia Pacific's Mumbai office I contributed to the initial design, setup, installation and configuration of the local network and all desktops in the office
- Responsible for the installation, maintenance support and troubleshooting of:
 - Desktop operating systems: XP and Windows 7
 - Desktop applications: Microsoft Office 2007 and any other authorized desktop applications
 - Printers, computer hardware and other authorized peripheral equipment
 - Enterprise applications hosted on Windows Server 2000, 2003 and 2008, and Microsoft Terminal Servers
 - Web Server related applications running on IIS, Apache and others web servers
- Ensure desktop computers interconnect seamlessly with diverse systems including associated validation systems, file servers, email servers, application servers, and administrative systems
- Performed general preventative maintenance tasks on computers, laptops, printers and any other authorized peripheral equipment
- Troubleshooting network connectivity in a LAN/WAN environment between H5AP, the internet and other H5 offices, including H5's offices in San Francisco.
- Coordination with our headquarters in San Francisco to ensure high availability of our network and communication between the two offices

Knowledge & Skill Sets:

Operating System: Windows Operating Systems, Linux, Mac OS, Chrome OS

Programming Languages: C, C++, HTML, JavaScript, Shell scripting, Ruby, Python

- Web designing using HTML, JavaScript, ASP
- Designed, create and implemented audio/video player and a motion detection system using Visual Basic

Networking: LAN, WAN, TCP/IP, Firewall, DNS

Other Technologies: Microsoft SharePoint, Hyper-V, VMware, MS SQL Server, MS Exchange 2010, Relativity and Nuix

Education:

Mumbai University, India

Bachelors of Engineering in Computers (May 2005)