

Venkata A.

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PROFESSIONAL SUMMARY

Technology Solutions Architect and IT Asset Management specialist with 14+ years of experience designing, integrating, and automating enterprise tooling. Expert in ServiceNow SAM Pro/HAM Pro platforms, with a proven record of building scalable solutions, orchestrating complex integrations (Azure AD, SCCM, Intune, Nexthink, Ariba), and leading high-performing teams. Skilled at driving strategic ITAM initiatives, improving compliance, and delivering measurable business value.

CORE COMPETENCIES & SKILLS

IT Asset & Lifecycle Management | Cloud Platforms & Integrations | Software & Hardware Automation |
SQL Server Administration | Platform Architecture Delivery |
Technical Leadership & Mentoring

SELECTED ACHIEVEMENTS

- Introduced Bulk Software Distribution processes at ANZ, reducing software deployment time by up to 90 % and enhancing end-user experience across the enterprise
- Engineered integrations between ServiceNow and Azure AD, SCCM, Intune, Nexthink and Ariba, increasing asset data accuracy and cutting manual reconciliation by 30%
- Developed automated software retirement and unauthorized software removal workflows, ensuring compliance and minimizing security risks across thousands of assets
- Automated audit reporting and licence management tasks within Flexera (FNMS), accelerating licence position updates and supporting annual compliance reviews
- Promoted twice within ANZ — from Systems Analyst to Engineer Chapter Lead — and moved from India to Australia HQ in recognition of consistently delivering high-impact ITAM solutions and driving cross-team capability
- **Awards:** Streach Award | Simple Award | Streach Team Award | Lean Certificate | ANZ Take Charge and Excel Award

PROFESSIONAL EXPERIENCE

ANZ, Melbourne, Australia

Nov 2014 - Present

Engineering Chapter Lead

Jan 2018 - Present

Responsibilities & Achievements

- Spearhead **design & delivery of ServiceNow SAM Pro and HAM Pro solutions** across complex enterprise systems, enabling **automated software/hardware asset lifecycle management** for 50K+ users and ensuring regulatory compliance
- Developing **bulk software distribution processes** to reduce deployment time by 90% & improve end-user experience
- Building **automated software retirement workflows** and **unauthorized software detection and removal processes**, reducing audit risk costs and strengthening security across asset base
- Engineering **integrations between ServiceNow and Azure AD, SCCM, Intune, Nexthink, Ariba and Flexera (FNMS)**, improving data accuracy and reducing manual reconciliation effort by 30%
- Automating **audit reporting and licence management** tasks, accelerating **licence position updates and supporting annual compliance reviews**
- **Collaborating with Enterprise Architecture and IT Governance** to align ITAM solutions with CSDM and Technology Reference Model standards, ensuring future-proof scalability and simplified maintenance
- Led implementation & integration of **Now Assist GenAI ticketing chatbot tool** across ITAM use cases, leading to increase in automated query resolution by 70% across 50K users
- Leading a **high-performing global ITAM team of 9**, all achieving 'Exceeds Expectations' ratings for two consecutive years, driving consistent delivery excellence and capability growth
- **Mentoring and coaching engineering teams**, establishing best practices for sustainable delivery & elevating capabilities - achieving 85+% improvement in team productivity, achieving highest rating for all team members

Responsibilities & Achievements

- Defined and executed **cloud adoption strategies, partnering with senior IT leadership** to implement scalable, secure cloud computing and automation solutions, resulting in 35% improvements in system reliability and agility
- Designed & **delivered social media sentiment analysis platform using Microsoft Azure & Google Natural Language Processing services**, enabling proactive monitoring of customer sentiment and reducing issue response time by from 300s to under 120s (~60% faster)
- Developed **automation tools to reduce manual effort and incident volume** by cut 450+ incidents annually, saving ~\$180K in support costs, including **database field overflow detection and automated service restarts**
- Built **self-service applications such as a Skill Matrix and Onboarding tool**, streamlining employee onboarding and skill management and cutting onboarding time by reduced from 10 days to 4 days (~60% faster)
- Created **workforce management dashboards in Splunk** using multiple data sources, enabling data-driven decision making across 12 teams, ~350 staff supported teams

Hexaware Technologies Limited, Mumbai, India**Sep 2013 - Nov 2014****Senior Software Engineer - Oracle Peoplesoft****Responsibilities & Achievements**

- Developed **enterprise applications using Microsoft technologies**, delivering cut processing time by 40%, improving user satisfaction scores by 25% improvements in performance, maintainability and user satisfaction
- Implemented **high-availability solutions such as clustering, replication, mirroring and log shipping**, improving system reliability by 20% boost in failover success rates
- Spearheaded development, PMO & implementations for 6 global clients across **maintenance, support, upgrades and new feature enablement** of customized Peoplesoft solutions
- Performed **data migrations of large databases and managed SSRS/SSIS installations** across 15+ production and non-production environments environments, ensuring seamless transitions with zero downtime
- Developed **comprehensive backup and recovery strategies, tuned database performance and managed capacity planning**, enabling 35% improvements in response times and system availability

Syntel, Mumbai, India**Aug 2010 - Sep 2013****Analyst Programmer / Database Administrator - Oracle Peoplesoft****Responsibilities & Achievements**

- Administered **SQL Server databases (2000–2016) across production, test and development environments**, ensuring uptime and data integrity for mission-critical systems with 99.95% uptime availability
- **Optimised queries, monitored performance and developed comprehensive backup and recovery strategies**, reducing query execution time by 40% (average drop from 5s to 3s) and minimizing potential data loss
- Provided **24x7 production support** and led **DBA team responsible for mission-critical systems**, achieving 30% (~200 fewer per year) reduction in incidents and escalation resolution time cut by 45% (from 4 hours to 2.2 hours)

EDUCATION

MBA (PGDBA in E-Business) - Prin. L. N. Welingkar Institute of Management Development and Research

CERTIFICATIONS

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- TOGAF (enrolled)
 - Microsoft Certified Technology Specialist (MCTS) in .NET Framework
 - ITIL® 2011 Foundation
 - Microsoft Certified Professional
 - Microsoft Certified Solutions Associate (MCSA)
 - Microsoft Certified Solutions Architect — Cloud Platform
 - Exam 533: Implementing Microsoft Azure Infrastructure Solutions

LANGUAGES

Telugu (Native/Bilingual) | English (Native/Bilingual) | Hindi (Full Professional)