Abhishek Kumar

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CAREER OBJECTIVE

To obtain a position that will allow me to utilize my technical skills and be an asset player in making an organization more victorious.

SKILLS AND ACHIEVEMENTS

- Well versed in AWS, JavaScript, MongoDB, UNIX, MIS, GitLab, ORM, CRM, & DevOps.
- A fast learner and quick adapter of new technology and concepts.
- Became lead within two months on the core of performance in DXC Technology.
- Familiarity and core expertise in L1, L2 & L3 operational support & development.
- Rewarded as the best employee for twice also published on the website portal of SB3 Inc.
- Became supervisor within six months on the core of performance in SB3 Inc.
- Achieved NIIT Bhavishya Jyoti Scholarship in the year 2007.

ORGANIZATIONAL HISTORY

MongoDB Developer with **Tecnotree-Flex India Private Limited, Bangalore**

(August 2023 – February 2024)

KEY RESPONSIBILITIES

- Working with MongoDB security, backups and restores, manually and using MongoDB and other tools, create users, managing roles and permissions.
- Working with, MongoDB Shell, Atlas, Compass, Cloud manager, Studio3T, configuring Grafana dashboards and tables.
- Deploy, monitor, configure replica sets and Sharded Clusters. Remove, edit, and create data required by a particular application.
- Data migration to different environment, report generation. Implementing bulk changes and development in the database. Test out the code for errors and apply all the right fixes.
- Write down procedures for disaster and backup recovery. Writing complex MongoDB queries reports creation & scripting using JavaScript, Node.js & Python.

Deputy General Manager with **Litmus World Marketing Technologies Pvt. Ltd, Bangalore**

(January 2023 – June 2023)

KEY RESPONSIBILITIES

- Responsible to support deployment and Litmus Implementation on client side.
- Taking ownership of technical issues, data modeling, query & performance optimization, indexing, working with the support & development team to debug and resolve technical issues.
- Experienced in performing MongoDB design, development, administration & deployment.
- Understanding client requirements and map same to the LitmusWorld solution and troubleshoot errors arising from the customizations. Upgrade databases through patches.
- Managing, hiring resources, assisting and training support team and developers.
- Engagement in clients, module leads, management, operations & business related calls.
- Handled MongoDB architecture, maintained and configured MongoDB instances, created user roles and set their permissions, API integration, creating & monitoring Cron tables & Cron jobs.
- Resolve client issues using JavaScript, AWS, MongoDB, Python, Unix & Shell Scripting.
- Implementation of large database-driven applications, script writing, data migration.
- Manage the ticket ownership process & provide tier 3 level support.
- Writing MongoDB queries, configuring schemas, tables, creating views, functions, indexes.

L2 Support Consultant with **ASZ Technologies Private Limited, Bangalore**
(September 2021 – December 2022)

KEY RESPONSIBILITIES

- Working with MongoDB collections, query optimization, document management models, design indexing strategies.
- Performed manual software testing, collect prompt and accurate feedback from customers, document knowledge in Jira.
- Incident, service request troubleshooting and management employing Zendesk, ServiceNow, BMC Remedy tool, Confluence knowledge and management.
- Service delivery monitoring for health checks on AWS components i.e. Admin server, Webserver, Load Balancers, Cron Jobs, Cloudwatch Lambda logs and composite alarms.
- Writing MongoDB, UNIX commands, checking CloudWatch logs, manage deployment and revert process, API integration, batch scripting.
- MIS reporting, user management, access & account management on admin console & CRM
- Trained team members as per the requirements and updates.

Senior Assistant Help Desk Technician with **DXC Technology, Bangalore**
(January 2020 – July 2021)

KEY RESPONSIBILITIES

- Function mailbox, create, swivel, manage incidents, change, requests & problems using multiple ticketing & cloud computing tools.
- Coached agents as per the account process and its requirements.
- Setup, configure and work on ITSM tools i.e. ServiceNow, HPSM, PDXC, QRS, ESL.
- Configured & managed system & database user IDs & group permissions.
- Worked cohesively with team members, managements, escalation points, delivery teams & vendors to ensure the right solutions are implemented and sustained.
- Resolved & troubleshoot client issues at L1, L2 and L3 levels for the technical components eg. application issues, active directory, SAP, system softwares.
- Develop database schema and indexing strategies. Optimize database performance and manage large data sets, running UNIX commands.

MongoDB Specialist with **Flock Services, Patna**
(January 2017 – January 2019)

KEY RESPONSIBILITIES

- Create and manage backup and recovery policies. Data migration and report generation.
- Assist the Cloud team with migration and supporting infrastructure on AWS.
- Collaborate with developers to integrate database structures with applications.
- Backup and restore the organization's data files and systems.
- Manage AWS_network architecture, network connectivity, AWS AMI Creation, snapshot and snapshot life cycle manager, implementing Linux on Virtual Machines.
- Work remotely and collaborating in a virtual environment using UNIX commands.
- DB scripting on MongoDB, troubleshoot, diagnose and resolve complex issues.
- Identify opportunities for optimizing business and system effectiveness. Support formal testing & resolve test defects.

Technical Support Executive with **SB3 Software Solutions Private Limited, Kolkata**
(July 2012 – May 2015)

KEY RESPONSIBILITIES

- Resolved issues related to software applications, drivers, network connectivity, hardware peripherals and devices on Windows, Linux and Mac Operating system.
- Maintained network security by configuring firewall rules, web content filtering, user administration, malware detection and prevention.
- Solved incidents by means of phone, chat and email, utilized remote access tools eg. Bomgar, LogMeIn, GoToAssist, Ammyy, TeamViewer, AnyDesk.
- Troubleshot, setup, configured & maintained locally and remotely devices like printer, scanner, PC, switch, router.
- MIS reporting, running UNIX commands, data analysis and process handling, assisting the client with L1 and mainly L2 support activities.
- Trained, supervised and explained protocols clearly and efficiently to the agents.
- Expertise with CRM, VoIP technologies, phone system, dialer installation, setup, operation and configuration.
- Tactfully handled irate customers and highly stressful scenarios.
- Provided remote support to global clients in 24x7 including sole support.

TECHNICAL SKILLS

- **Technologies**: HTML, CSS, JavaScript, jQuery, Bootstrap, AngularJS, Java, Node.js
- **DBMS**: SQL Server, MS Access, MySQL, MongoDB
- **Platforms**: Windows, Windows Server, Linux, Mac, UNIX, Ubuntu, SharePoint
- **Applications**: MS Office, Apache OpenOffice, LibreOffice, MS Visio, Slack, Studio 3T
- **Platforms & Tools:** Grafana, AWS, Bitbucket, GitHub, GitLab, Git bash, ServiceNow, Git, Jira, Kiteworks, Zendesk, Confluence

ACADEMIC CREDENTIALS

- **MCA** from GITAM University, Bangalore with **8.1 CGPA** in 2021
- **B.SC(IT)** from Kuvempu University, Shimoga with **62%** in 2010
- **ISC** from P.L.S College, Patna in 2007
- **SSE** from Patna Central School, Patna in 2003

TRAININGS & CERTIFICATIONS

- Certification in **IBM COGNOS ANALYTICS** from Learn'O Logics, Chandigarh with **90%** in September 2021
- Certification in **Web Designing & Development** from APTECH, Bangalore with **75%** in July 2019
- **CCNA** from ICE Technology Lab, Patna with **90%** in February 2018
- **Higher Diploma in Software Engineering** from NIIT, Patna with **78%** in August 2009

PERSONAL DOSSIER

- Name : Abhishek Kumar
- Date of Birth : August 10, 1988
- Gender : Male
- Marital Status : Married
- Language : English/Hindi/Bengali