

An achievement-driven professional targeting senior-level assignment in **Support Operations, Data Administration and Networking** preferably in **Telecom industry**

Location Preference: Delhi NCR

PROFILE SUMMARY

- A competent professional with **12.5 years of experience** in **VAS, Linux Administration, Database Administration, Application Integration, Implementation, Analysis & Support**; currently working with **OneXtel Media Pvt. Ltd., Noida** as **Associate Director (Operations & Technology)**
- Automated software development life cycle (**SDLC**) and **container** life cycle management process or building docker images, versioning and deploying using GitLab/GitHub, Jenkins.
- Experience in using configuration management tool like **Ansible** for managing the **configuration** of servers and services running in multiple remote machines
- Possess excellent experience in **Operating System, Database Configuration and Troubleshooting** with good knowledge of the configuration of environment based on Linux servers for the deployment of Java-based **VAS application with databases like Oracle, Postgresql, MySQL**
- Skills in performing the tuning of OS and web server parameters as per the application with knowledge of IP Networking and **GSM nodes like SMSC, SMPP, Wapgateway**
- Acted as the member of the Service Delivery Team and contributed towards maintaining the profitability of existing product while developing and integrating new products through applying engineering concepts
- Gained extensive exposure through working with clients like **NIC**.
- Successfully worked on web server starting from **Apache, Tomcat, Nginx** to an application server like **JBoss**.
- A result-oriented individual with good analytical, communication, interpersonal and organizational skills

CORE COMPETENCIES

DevOps | System Integration | Database Administration | System & Web Server | Service Delivery Management | Service Improvements | Application Support & Maintenance & Troubleshoot | Team Management

TECHNICAL SKILLS

Operating System:	Linux 3, 4, 5, 6 and 7
Scripting:	Shell
Linux Tool Box:	Managing and Administration
Database:	MySQL , PostgreSQL
Web Servers:	Apache Tomcat, Jboss, Nginx,
Monitoring Tools:	Nagios, automated script
Cash Memory:	Memcache, RabbitMQ, Redis,
Cloud:	AWS, TATA, DO
Devops Tool:	Vagrant, Git, Docker, Chef, Ansible, Jenkins, docker swarm, kubernetes

ORGANIZATIONAL EXPERIENCE

Since Oct'19 to till date with OneXtel Media Private Limited, Noida

Growth Path:

Oct'2019- Present

Associate Director (Operation & Technology)

Key Result Areas:

- Provide ongoing support to ensure proper implementation and adoption of the solution (e.g., post-deployment support, definition/monitoring of control plans)
- Develops and manages the reporting system, comparing actual performance against established standards or targets and publish explanations for variances
- Identifies, develops, recommends and implements the most efficient ways to use people, machines, materials, information, and energy to make the product
- Assists all departments in setting meaningful KPIs and measurement of actual performance against productivity standards
- Build and maintain relationships with and between Center Operations Directors and centre leadership team members
- Work schedule management

Jan'16 – Oct'19 with mGage (karix)India Pvt. Ltd., NIC Delhi

Growth Path:

Apr'18-Present
Jan'16-Mar'18

Team Lead (Operations)
Senior System Engineer (Operations)

Key Result Areas:

- Maintaining the profitability of existing product while developing and integrating new products by applying engineering concepts, devising strategy and researching current market trends
- Setting up Linux server that includes firewall configurations, network security, client-server email configuration, database configuration and other services like NFS and DNS
- Spearheading the operations at NIC's SMS and voice gateway for mGage; heading the team of 10 professionals (Team Leads, System Engineers) at NIC Delhi
- Maintaining the NIC (one of the biggest clients in VAS industry) SMS Gateway Services including SMS & Voice; managing the NIC locations PAN India and initiated SMS Gateway Services and "Mann Ki Baat" and "Mid-Day Meal" for NIC.
- Handling and executing all the government SMS campaign.
- Executing the SMS Gateway service reside at NIC datacenter; managing all servers & application, databases running at NIC Delhi DC
- Interacting with the clients to fulfil requirements & meeting deadlines
- Planning, organizing and controlling daily operations along with implementing, operating and leading technology solutions in a complex environment
- Designing, developing & executing various business-led programs for enhancing organizational competencies & establishing a high-performance mindset

May'11 – Jan'16 (4 Year 8 Month) with ACL Mobile Ltd., Noida as Sr. Systems Engineer

Key Result Areas:

- Working for 24/7 support of the WMS (Wireless Messaging Suite) application that includes services like 56767, Automated Query and Response, Rail Zone and Push services.
- Remote and troubleshooting of Linux Servers on which Services and kannels are running.
- Monitoring and troubleshooting of Linux based applications.
- Reorganized backup strategy to include system backup and through daily backup for disaster recovery.
- Responding to customer needs and providing solutions to client's networks, interfaces, configurations etc.
- Analyzing data by, daily and monthly monitoring the hourly data from Business.

Dec'08-Apr'11 (2 years 4 month) with Blitz international, Roorkee as factory Manager

Key Result Area

- worked as a factory manager.

Nov'07-Nov'08(1 year) with HCL Infosystems, Dehradun as Technical Assistant

Key Result Area

- worked as technical assistant in PROJECT CIPA (based on Linux Postgres SQL).

ACADEMIC DETAILS

- B-TECH Rajasthan Vidyapeeth University, Udaipur Rajasthan in 2007
- Training Business Outsourcing course from Sriven Solutions, Hyderabad (3 months).
- RHEL tanning Krishna Infotech Delhi (3 months).
- AWS training from Collabera tech 2017.
- Dev-OPS training from Cognixia 2018.
- Docker and Kubernetes training from Cognixia 2020.
- Win the sports award in April-2018 for the dedication of work and excellent user management/issue resolution.

PERSONAL DETAILS

Date of Birth: 24th March 1984
Languages Known: English, Hindi
Current Address: Flat No 1704, Tower A Galaxy Royale Guar City 2, Greater Noida West, Uttar Pradesh 201009
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