Hemanshu Dhingra

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Profile

Hemanshu is a Telecom Professional with 16+ years of experience in Information Technology. Currently working as Engineering Manager (Deputy General Manager) for Application Development with Rjio, he has the unique privilege of working in a vast variety of roles and functions. He has been part of R&D team, Implementation team, Onsite assignment and managing L3 support and Managed Services teams.

Professional/Technical Summary

- ✓ Experienced in Project planning & management, Customer relationship & escalation management, business requirement analysis, designing, solutioning, release & deployment management (manual and CI/CD).
- ✓ Presently building and leading Application development team of 10 developers and counting. Primary focus – Creating platform for business and operational processes' outlier detection leveraging Big Data Technologies and actions management with interfacing capability across OSS and BSS layers.
- ✓ Subject Matter Expertise on RA, FM, Subex solutions and Technical consulting (Hadoop, Java, Unix & DB etc)
- ✓ Skilled in Business process analysis and design, process optimization, cost control and revenue maximization.
- ✓ Effective communicator with proven leadership, team management, team building and coordination skills.
- ✓ Lead First successful Deployment of Subex RA & FMS solutions on Hadoop.
- ✓ Turned around the situation at MTS, India from a customer who is non-trusting in Product to customer's RA team starting to carry out all their activities through ROCRA.
- ✓ Within 3 months of taking over acting Project leader role in Moneta L3 support team, reduced the pending ticket count from 40 to 5-7 range.
- ✓ Effectively built and nurtured a totally new Moneta L3 team from scratch from Oct 2010 – Jan 2012.
- ✓ Technologies know how
  - o Hadoop Components – Apache Spark, HDFS, Hive, Zookeeper, Kafka, SolR, Flume, YARN, Presto, Nifi, Apache Ignite, Ambari
  - o Latest Tech – Learning Cloud Computing and Machine Learning
  - o Languages – Java, C#.Net, Hibernate, Python, Unix shell scripting, PL-SQL
  - o Tech/Process Frameworks – ELK, Agile, Xtreme Programming, ITIL, Azure DevOps – CI/CD
  - o Databases – Oracle, MS-SQL, Postgres, Cassandra and MySQL
  - o Dashboard tools – Zoomdata, Qlikview, Superset, Grafana & Business Objects X11 R2.
  - o Tools – Microsoft Office, Visio, Jira, XWiki, HPSM, Maximo, Heat, Sharepoint, IBM Rational, Azure DevOps, Skype, MS Teams, Zoom, Jio Meet
  - o Strong programming skills and mathematical backgrounds.

Certifications

- ✓ ITIL Foundation for IT Governance & Service Management
- ✓ Jio Certified Cloud Computing Practitioner

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- ✓ Coursera Certificate – Introduction to Machine Learning – Duke University
- ✓ Oracle Certified Java Programmer

Employment Summary

Jio Platforms Limited	Deputy General Manager	Jan 2019	Till Date
Subex Limited	Associate Director	Mar 2007	Dec 2018
CDAC	Project Engineer	Sep 2005	Mar 2007

Educational Summary

- ✓ PG Diploma in Advanced Computing, ACTS CDAC, Pune
- ✓ Bachelor's degree in Electronics & Communications Engineering, MDU Rohtak

Work Experience Details

Jio Financial Datalake (Jio Platforms Limited)
Oct 2020 – Present | Engineering Manager and Solution Architect

- ✓ Designing of Datalake to allow collection of Data in Kafka and flow into HDFS/Hive in Datalake.
- ✓ Incorporated Input Data monitoring using State of the Art machine learning RRCF (Robust Random Cut Forest) method to detect & alert abnormalities in data ingestion.
- ✓ Designing of Campaigns' validation and coupons assignment for eligible transactions.
- ✓ Kerberos cluster to ensure security of data and its access management in conjunction with Ranger.
- ✓ CI/CD for build and deployment management leveraging Microsoft Azure Devops.
- ✓ All team and resource management activities.
- ✓ Executing continuous technical growth and upskilling of Team members.

Smart Integration Operations Platform (Jio Platforms Limited)
Jan 2019 – Sep 2020 | Engineering Manager and Solution Architect

- ✓ Understand the current process of various departments.
- ✓ Mapping Business requirements to Workflows, Dashboards & Reports.
- ✓ Designing the solution to cover KPIs, actions, action owners Technical Designing of framework components.
- ✓ Resource management, mentoring team members, reviewing code & documentation, align team members to follow best practices, stand up calls etc.
- ✓ Leading effort for CI/CD enablement and adherence using Azure Devops pipelines
- ✓ Planning, management and tracking of releases. Conduct meetings and track action items.
- ✓ Periodic review with stakeholders for project updates.
- ✓ Co-ordinate with stakeholders across multiple teams.
- ✓ Technical skill set gaps analysis and plan for improvement.
- ✓ Hiring people – conducting interviews, liaising with HR team.
- ✓ Ensuring Good Quality Documentation and User Guides.

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ROCRA & ROCFM Delivery and Managed Services (Subex)
Reliance Jio, India | Feb 2016 – Dec 2018 | Business Solutions and Operations Manager

Other Clients | MTN Ghana, T-Mobile, MTS & Videocon India | Feb 2012 – Jan 2016

Moneta L3 support (Subex)
25 clients across Globe **|** Mar 2009 – Jan 2012 **|** Project Leader (promoted in June 2010)

- ✓ Led a team of 6 developers.
- ✓ Planning, tracking and ensuring timely delivery of deliverables.
- ✓ Meetings with client for new requirements, solutions and issues discussion.
- ✓ Overseen and ensured Phase wise delivery of reconciliations and fine tuning.
- ✓ Planning and conducting UAT with customer IT and Business teams.
- ✓ Worked with Business users on improvements in Recons and Rules.
- ✓ Planning and tracking timely resolution and updates of all the issues raised by Customer.
- ✓ Estimations and tracking of QFE migrations, CR projects and issue fixes.
- ✓ Development of team members by maintaining skill matrix, skill gap and plan for upliftment.
- ✓ Creating and publishing SLA reports.
- ✓ Overseeing and ensuring Application availability as per agreed SLA.
- ✓ Overseeing and ensuring Recon results, Alarms & data availability in system as per agreed SLA.
- ✓ Handling Escalations.
- ✓ Co-ordinating with L1/L2 Support & Operations teams.
- ✓ Co-ordinating with various teams such as data source providers as and when required.
- ✓ Co-ordinating with Release control, Defect Management, CDT & CLT Teams.
- ✓ Creating and publishing SLA reports.
- ✓ Conducting Interviews & mentoring team members.

Moneta Global Delivery (Subex)
Aircel, DTAC, Verizon, CenturyLink & Bakrie Telecom | Jun 2008 – Feb 2009 | Senior Developer

As a developer in Implementation team, was responsible for all the customizations for the customer, migration to higher QFE version released by Core team containing important patches. Long Duration Call stitching as a customization was implemented. Unit testing and Defect fixing.

Moneta Roadmap Version 2.6 (Subex)
Mar 2007 – May 2008 | Developer

As part of Product Development (Roadmap) team worked for Version 2.6 of the product which involved introducing features such as trend summary and measure, views, standard expressions, automated data match, process chain, xml parser.

Business Process Automation – Personnnel & Accounts Mgmt (CDAC)

Navy, Vizag and PWD, Goa | Sep 2005 – Feb 2007 | Developer

- ✓ Requirement gathering & understanding
- ✓ Creation of Functional Specification (FS) and Detailed Design Documents
- ✓ Implementation of code as per Design Document and Defect Fixing

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