

VARUN SHARMA

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SUMMARY

Highly skilled data professional with 6 years of experience in the Telecom domain as a Senior Software Engineer. Proficient in various programming languages and technologies such as **Python, Hadoop, Hive, SQL, NoSQL (MongoDB, Pymongo), Pig, Sqoop, Unix, PowerBI**. Experience in working with Digital Route Mediation Zone and CSG Intermediate applications. Strong background in data analysis and proficient in productivity tools such as MS-Office, Remedy, HPSM, PyCharm, Notepad++. Have experience in working with Linux and Windows operating systems.

EDUCATION

- **PG, Ontario Graduate Certificate in Big Data Analytics**, Lambton College, Mississauga, ON (09/2022 - 04/2024)
- **Masters in Technology, Major in Software Engineering**, Birla Institute of Technology and Science, Pilani, India (09/2016 - 09/2020)
- **Bachelors of Computer Applications, Major in Computer Science**, Guru Gobind Singh Indraprastha University, Delhi, India (08/2013 - 07/2016)

SKILLS

- Python and Python Libraries such as Pandas, Scikit-learn, NumPy
- PowerBI
- SQL
- Unix
- Apache – Hadoop, Hive, Sqoop, Pig,
- NoSQL - MongoDB (Pymongo)
- Excellent communication skills, both verbal and written
- Excellent organizational, multi-tasking and time management skills
- Strong Teamwork and Collaboration Skills
- Strong Analytical Thinking
- Strong problem-solving skills

WORK EXPERIENCE

Software Development Specialist

NTT DATA GLOBAL SERVICES (1 year), Gurgaon, India 08/2021 – 08/2022

- Worked with Eir Ireland.
- Led the implementation of the complete migration of Digital Route Mediation Zone from v7 to v8
- Worked on large data sets and utilized PowerBI for data visualization and reporting, including creating interactive dashboards and reports.
- Experience in using data manipulation tools such as Excel.
- Analyzing the trends of the Call Detail Records and providing reports to the Management.

- Detecting the root cause and providing analysis for any major trend change in the Revenue.
- Automating the daily client reports using Unix/Shell scripting.
- Handling issues according to ticket priority (P1, P2) and resolve as per custom SLA.
- Handling First/Second-level incidents / problems.
- Implementation/changes in DR MZ App based on client requirements.
- Maintaining tables (changes as per requirements) in the Database using SQL.
- Collaborated with cross-functional teams to identify areas for process improvement and implement solutions
- Provided technical guidance and mentorship to junior team members
- Reported directly to the client and senior Management.

Senior Project Engineer

WIPRO TECHNOLOGIES (5 Years), Noida, India, 09/2016 - 08/2021

- Worked with Global Telecom Leaders like Ooredoo Myanmar and Maxis Malaysia and utilities focused client like National Grid UK.
- Possess domain knowledge of Telecom and hands on knowledge of CSG Intermediate tool.
- Extensive experience in technical support, with a focus on software troubleshooting.
- Proven ability to diagnose and resolve complex technical issues
- Analysis, Implementation and testing as per client's requirement.
- Defect/Bug tracking and resolution as per SLA.
- Log file monitoring for errors.
- Perform daily, weekly, and monthly housekeeping and monitoring activities.
- Automating the daily client reports using Unix/Shell scripting.
- Experience with remote support tools and technologies
- Working with change management, incident management and problem management teams.
- Experience managing and training junior support staff

CERTIFICATIONS

- Python Essential Training (LinkedIn)
- Python for Data Science Essential Training (LinkedIn)