Ravi Kumar Pal ➕ premium ⭐ Featured

Senior Engineer seeking roles in IT Operations Management,Application Maintenance,Application Support,Service Delivery Management,Project Management,Requirement Analysis,Technical Support,Networking,Shell Scripting,Confluence,Linux,Unix,JIRA,SQL

Current Designation: Senior Engineer Lead (Application/Product Support)

Current Company: Ericsson Global India LTD

Current Location: Gurgaon

Pref. Location: Bengaluru / Bangalore,Delhi / NCR,Hyderabad

Functional Area: IT Software - Application Programming / Maintenance

Role: Software Developer

Industry: IT-Software/Software Services

Marital Status: Married

Key Skills: Senior Engineer,Software Developer,IT Operations Management,Application Maintenance,Application Support,Service Delivery Management,Project Management,Requirement Analysis,Technical Support,Networking,Shell Scripting,Confluence,Linux,Unix,JIRA,SQL

Verified :   Phone Number | Email - id

Total Experience: 7 Year(s) 0 Month(s)

Notice Period: 3 Months

Highest Degree: MS/M.Sc(Science) [Data Informatics]

Last Active: **Jan-Mar 2021**   Last Modified: **Jan-Mar 2021**

Summary

Technology and business visionary offering a career of over 7 years of specialisation in end-to-end Service Delivery Management, Project Management, DevOps/IT Operations Enhancement and Application Support
    Understanding the technical requirements of enterprise customers and work closely with the internal development teams to guide the direction of our solution for our enterprise customer eco-system
    Expertise in working with Jboss and JbossMom Server and gained rich exposure of client interaction with 24X7 support
    Worked with cross-functional teams to ensure that project deliverables are met while creating & sustaining a dynamic environment that fosters development opportunities and motivates high performance

Work Experience

Ericsson Global India LTD as Senior Engineer Lead (Application/Product Support)
Dec 2019 to Till Date

Managing end-to-end root cause analysis and driving operational changes, drawing upon professional concepts and recognizing job-related problems; understand the standard mission of the professional group and vision and providing the support in L2/L3 level depending on the priority of the issues Following escalations and change control processes, monitoring progress, conducting systems analysis sessions and tracing risks & mitigating the same while executing requirements study and estimation Conducting RCA and suggesting technology based solutions for enhancing functional efficiency and achieving excellence Facilitating meetings, project reviews, conference bridges and on-line meetings to disseminate and drive changes Preparing & presenting various daily / weekly / monthly MIS reports and assessing the effectiveness of change management approach Streamlining processes in compliance with business functions to support global IT delivery standards; spearheading corrective action plans Collaborating with other stakeholders for resolving critical business issues and implementing plan to overcome gaps
    Planning and coordinating post-implementation and maintenance support; leading team members, allocating resources and guiding them till final delivery
    Monitoring progress of the project as per schedule / budgets, and ensuring timely completion & delivery to the client
    Holding review meetings and coordinating with other team members for defining best practices for project support
    Suggesting technology-based solutions for enhancing functional efficiency and achieving business excellence and managing risks and planning for contingencies to ensure minimal effect on deliverables
    Managing end-to-end root cause analysis and driving operational changes, drawing upon professional concepts and recognizing job-related problems; understand the standard mission of the professional group and vision

Following escalations and change control processes, monitoring progress, conducting systems analysis sessions and tracing risks & mitigating the same while executing requirements study and estimation
Conducting RCA and suggesting technology-based solutions for enhancing functional efficiency and achieving excellence
Facilitating meetings, project reviews, conference bridges and on-line meetings to disseminate and drive changes
Preparing & presenting various daily / weekly / monthly MIS reports and assessing the effectiveness of change management approach
Streamlining processes in compliance with business functions to support global IT delivery standards; spearheading corrective action plans
Collaborating with other stakeholders for resolving critical business issues and implementing plan to overcome gaps

Xavient Digital-powered by Telus international as Support Engineer (Application Support)
Sep 2015 to Dec 2019

Managing end-to-end root cause analysis and driving operational changes, drawing upon professional concepts and recognising job-related problems; understand the standard mission of the professional group and vision and providing the support in L2/L3 level depending on the priority of the issues
Following escalations and change control processes, monitoring progress, conducting systems analysis sessions and tracing risks & mitigating the same while executing requirements study and estimation
Conducting RCA and suggesting technology based solutions for enhancing functional efficiency and achieving excellence
Facilitating meetings, project reviews, conference bridges and on-line meetings to disseminate and drive changes
Preparing & presenting various daily / weekly / monthly MIS reports and assessing the effectiveness of change management approach
Streamlining processes in compliance with business functions to support global IT delivery standards; spearheading corrective action plans
Collaborating with other stakeholders for resolving critical business issues and implementing plan to overcome gaps

Nextgen Telesolution Pvt. Ltd. as Application Support Engineer
Feb 2015 to Sep 2015

Flytxt Mobile Solution Pvt. Ltd. as Service Delivery (Operation Engineer)
Oct 2013 to Jan 2015

Education

UG: **B.Tech/B.E. (Computers)** from **Uttar Pradesh Technical University (UPTU)** in **2013**

PG: **MS/M.Sc(Science) (Data Informatics)** in **0**

IT Skills

Skill Name	Version	Last Used	Experience
Windows XP/Vista/7/8		2013	0 Year(s) 0 Month(s)
MS OFFICE		2013	0 Year(s) 0 Month(s)
Oracle SQL		2014	0 Year(s) 0 Month(s)
UNIX, SQL		2014	0 Year(s) 10 Month(s)
Linux	RHEL 7.0	2014	
Jenkins,Shell Scripting			
devops			
Networking			
Dataroma ,Putty ,Edit+			
WINSCP Servicenow			
Confluence, Jira			

Filezila, AWS

Languages Known

Language	Proficiency	Read	Write	Speak
English	Proficient			
Hindi	Expert			

Projects

Project Title: Cadreon (Dataroma)
Client: Cadreon
Nature of Employment: Full Time   Duration: Aug 2018 - Jan 2019
Project Location: Noida   Onsite / Offsite: Offsite
Role: Other   Team Size: 7
Skill Used: Dataroma(DWH tool),Putty ,Edit+ , SQL Developer,WINSCP Service now, Confluence,JIRA,Filezila ,Jenkins,AWS (S3 Bucket)
Role Description: Devops & Production Support
Project Details: Project involves the management of billing of ads services.The process involves the processing of files through various platforms containing the information about the ads and their respected MACs and clicks through which the billing of all the platforms is done. Extraction is done at the first part following the transformation i.e., applying logics and rules and then loading them into the Database. After the processing, fee allocation is done for all the platforms.

Project Title: "Neustar Inc - US based Telecommunication domain "(Application Support)
Client: Neustar
Nature of Employment: Full Time   Duration: Sep 2015 - Aug 2018
Project Location: Noida   Onsite / Offsite: Offsite
Role: Other   Team Size: 5
Skill Used: Secure CRT , Golden 32 , Putty , SOA , Editplus , Shell Scripting , LInux/Unix , SQL Server,
Role Description: PSO (Professional Service Operations (Intregration))
Project Details: Production & Application Support (Professional Services Operations(PSO))

Project Title: Tafani Telecome Operations
Client: Tafani Telecom Technologies
Nature of Employment: Full Time   Duration: Feb 2015 - Sep 2015
Project Location: Noida   Onsite / Offsite: Offsite
Role: Other   Team Size: 2
Skill Used: Redhat Linux, Informix, MIS, Unix, SQL DBA, Server Monitoring,UI Monitoring,
Role Description: Application Support Engineer
Project Details: Maintenance of the platform ensuring high uptime,availability, efficiency and productivity.
Trouble shooting various issues arising at the Servers and / or related modules.
Escalating & Coordination over various issues with respective teams i.e. Estel for resolving the pointed issue within defined time frames.
Managing postimplemenation and operation support.
Cr management (preparation and request specification document)
Analyzing issue with detailed RCA & providing insight to product team for enhancement of product. UAT with client.Testing/bugfixing/verifying deployed platform Scheduling Cron jobs for disk utilization, CPU utilization and Backing up/Restoring of Files Systems, Backup Schedules, various system administration and maintenance shell scripts.
modifying programs in different scripting language for automate daily activities providing daily reports to Business team customize those reports as per their needs etc.Managing the E-Voucher with POS Integration with Libya Operators.

Project Title: Airtel Africa Operations
Client: IBM Bharti Airel Telecommunication pvt ltd.
Nature of Employment: Full Time   Duration: Oct 2013 - Feb 2015
Project Location: Noida   Onsite / Offsite: Onsite
Role: Other   Team Size: 25
Skill Used: Red Hat Linux 6.0 Unix SQL Hadoop support
Role Description: Providing support related to users reported issues. •Contributed to Performance improvements by automating scripts. •Scheduling, monitoring and troubleshooting of jobs. •Monitor the log files and log information of the jobs.
Project Details: Neon is a complex campaign management platform by which we can Target customers, push messages, WAP Push etc., and Raise conversions and fulfil those customers. For targeting and fulfilling, the data/CDR files are parallel uploaded to the system (DB) through respective jobs after running python scripts on SFTP. The fulfillment Request is sent to Intelligent Network in the operator Data center and fulfills the customers. In addition, inbound messaging service is also possible through Neon.

Affirmative Action

Category: OBC - non-creamy

Physically Challenged: No

Work Authorization

Job Type: Permanent

Employment Status: Full time