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Ravi Kumar Keshri ⭐ Featured

	Ravi Kumar Keshri

Regional Technical Lead seeking role in Requirement Gathering,Technical Analysis,IT Project Management,Coding,Code Review,Troubleshooting,Unit Testing,Integration Testing,Quality Assurance,Application Management,Client Relationship,Technical Support

Current Designation: Regional Technical Lead

Current Company: Flextronics Design

Current Location: Bengaluru / Bangalore

Pref. Location: Kolkata,Noida,Bengaluru / Bangalore

Functional Area: IT Software - Application Programming / Maintenance

Role: Team Lead/Tech Lead

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: Incident Management,It Service Desk,Remote Support,Technical Helpdesk,Technical Support,Desktop Engineering,Networking,Application Support,Service Desk,Customer Support,Desktop Support,System Administration,It Helpdesk,SCORM,ITIL,LMS

Total Experience: 8 Year(s) 0 Month(s)

Notice Period: 2 Months

Highest Degree:

Verified : 📞 **Phone Number** | **Email - id**

Last Active: 23-Jan-21   Last Modified: 23-Jan-21

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Summary

Profile Summary A result-oriented professional with nearly 8 years of experience in end-to-end technical design, architecture, production support, enhancement & delivery of applications Proficient in leading all technical aspects of overall application development lifecycle (including inception, elaboration, construction & transition) and in ensuring on-time & quality delivery of product releases Successfully worked in both managerial and architectural aspects, with proficiency in continuously evolving technology, communicating data findings to support organizations meet business challenges Hands on experience in managing an ASP Team Member with More Than 110 Location Comprehensive experience in technical solution architecting and conceptualization for enterprise wide IT solutions / application development using with alignment of business/information systems delivering technology-driven IT solutions using cutting edge technologies Experience in leading high-performing teams of size 23

Work Experience

⦿ **Flextronics** as Regional Technical Lead
Feb 2019 to Feb 2019

Client: XIAOMI, NOKIA(HMD), LENOVO, WDC, Realme
Team Size: 230 Engineers (110 Service Centre)

Key Result Areas:

    Interfacing with clients for gathering business needs, analysing & reviewing business, functional and high-level technical requirements and finalizing technical / functional specifications and high level design documents
    Designing detailed technical components for complex applications utilizing high-level architecture, design patterns and reusable code, considering real time constraints, functional requirement & non-functional requirements
    Ensuring that best practices for coding, architecture, and security are employed across all teams consistently, and maintaining responsibility for the quality development of internal and external applications; setting up infrastructure for application release and support
    Preparing technical Document for the field service
    Providing L2 support to the ASP Engineer
    Providing post-implementation, application maintenance and enhancement support to the client with regard to the software application; ensuring all solutions are scalable, extensible & available from architecture standpoint
    Managing timelines and resources (internal and external) within the software development lifecycle; acting as a point of technical escalation and resolution during the project lifecycle
    Monitoring and reviewing KPI- CPC, RR, NPS, C-SAT
    Administering day-to-day activities of the development team (s); providing technical guidance and leadership to fellow team members in area of expertise; conducting annual performance reviews for team members
    Coordinating with the Brand for the smooth functioning of the operation
    Creation LMS Content with the help of Tool and Programming Language (HTML5, CSS, JavaScript)

⦿ **Flextronics Design** as Regional Technical Lead

Feb 2019 to Till Date

Tech Lead- Monitoring on technical Kpi and driving Team to achieve the KPI

- **Concentrix** as Senior Technical Support Associate-Operations (L2)
  Jun 2017 to Feb 2019

  Client: Lenovo

  Key Result Areas:
  - Resolved and provided root cause analysis for incidents
  - Allocated jobs and workloads to individual staff members based on their ability
  - Led & monitored L2 level query with respect to technical and non-technical
  - Played a key role in call barging with help of Nice tool
  - Responsible for vendor Management

- **HCL Services Ltd.** as Customer Support Engineer & SME
  Nov 2012 to May 2017

  Client: Banking Sector (SBI, PNB, CBI), Civil Court
  Team Size: 50 Service Engineers

  Key Result Areas:
  - Configured and maintained HP server hardware
  - Installed, upgraded and monitored the Microsoft Windows Server operating systems
  - Planned and implemented changes and enhancements to the server infrastructure
  - Implemented new initiatives and making sure all staff understand them
  - Made sure all tasks given to staff are done on time and to the required standard
  - Established team and staff targets as a reflection of the company's objectives
  - Provided accurate information to senior managers on key issues
  - Successfully monitored CMS
  - Prepared roaster for the team

Education

UG: **B.Tech/B.E. (Electronics and communication)** from **B.L.D.E.AS V.P Dr. P.G.H College of Engineering & Technology, Bijapur, Affiliated to VTU, Belgaum,** in **2012**

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IT Skills

Skill Name	Version	Last Used	Experience
DNS, DHCP, VLAN			
MS Office Suit			
HTML5, CSS			
Windows 7, 10			
WINDOWS SERVER			
MCP ,HP-ILO			
AVAYA, CMS, NICE			
Lenovo Diagnostic tool			

Languages Known

Language	Proficiency	Read	Write	Speak
Hindi				
English				

Affirmative Action

Category: **General**

Physically Challenged: **No**

Work Authorization

Job Type: **Permanent**

Employment Status: **Full time**