Avneep Singh

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OBJECTIVE

To work with the organization where I can enhance my technical Skills, knowledge to contribute towards organization growth and progress.

WORK EXPERIENCE

TOTAL EXPERIENCE: 4 Years

1. Birlasoft, Pune (2 Years 1 month)(Dec 2017 – Till now) :

- **Designation** : Engineer

PROJECT

Project Title : SAP – Business objects (BO)/Business Intelligence (BI) Administrator

Description :

- Client : SAP
- Team : Implementation and Deployment
- Working in the field of Implementation and Deployemnt process for SAP client. Worked with fortune 500 clients like Infosys, Coca-Cola, IBM, JP Morgan and US Navy
- Primarily responsible for handling technical issues related to implementation, integration, migration, upgrade and promotion in SAP BusinessObjects systems.
- Installation of SAP BO server and client tools for different requirements and environment types.
- Upgrading diversified Business Objects environments with latest service packs and fix packs. Installing/Upgrading and configuring various BI addons like Explorer, Design studio, SAP Lumira, Data Services, IPS, etc.
- Migrating contents from BOXI 3.x to BI 4.x systems and BI 4.x to BI 4.x systems.
- Deploying Web Applications of BI tools over Apache Tomcat, Oracle WebLogic, and IBM WebSphere.
- Performing server management tasks using Central Configuration Manager (CCM) & Central Management Console (CMC)
- Expertize in Installation, Promotion, Tomcat SSL, Migration and updating or patching the existing deployments of BI Servers, Log analysis.
- Member of Mission Critical Support (MCS) team which works 24/7 to address and resolve production down situations.
- Managing Quality and Adhering SLA.

Hardware and Software exposure:
Tools : SAP Business Objects 3.X, 4.X, CMC, Import Wizard, Promotion Management Tool, Promotion management Wizard, Upgrade management tool, LCM CLI, Admin Tools, Client Tools

2. INFOSYS, Pune (1 Years 11 Months)(July 2015 – June 2017) :

- **Designation** : Senior Process Executive

PROJECT

Project Title : Level 3 Communications - Ethernet Technology

Description :

- Client : Level 3 Communications.
- Team : Voice Migration
- Worked in the field of Networking & Telecommunication process for level 3 Client. It is among the fastest growing network in U.S.
- Project involves end to end conversion process for customer Voice services from 3rd rail to voice complete platform.
- Worked in Voice migration team which consist of 4 processes and lead one of the process i.e Provisioning consisting of 4 members.
- Good exposure to Service Order Management, Provisioning, Activation and Disconnect processes.
- Expertise in Provisioning process which is based on providing new services to clients by Designing, Configuration and Deployment of Ethernet technologies.
- Expertise in Disconnect process which is based on removing of 3rd rail services from switch.
- Good experience of deploying configuration in router.
- Superior interpersonal skills required to work with other teams both On-shore and Off-shore and deal with the client to stabilize the process.
- Acted as SME for new folks and responsible for attending conference calls, documenting process updates, timely completion of provisioning work within given SLA through e-mail, chat and calls.
- Managing Quality and SLA parameters for the Team.

Hardware and Software exposure:

- **Tools** : Pipeline, PRO, Pulsar, OMC, BPM portal, Level3 Portal, Broadsoft Switch, Loki, Incognito, 3Scape, Putty

Academic Details

Grade	Institute	University	Passing Year	%age
BE (Computer Science and engg.)	SISTec, Bhopal	RGTU, Bhopal	2014	6.45/10 (CGPA)
12th	People's Public School, Bhopal	CBSE	2010	64%
10th	People's Public School, Bhopal	CBSE	2008	67%

Project Details

- **Minor Project :** Contact desktop application (2012-13)
  Tools Used : Java and SQL

- **Major Project :** Project Maintenance System(PMS) based on Intranet (2013-14)
  Tools Used : Java and SQL

Field of Interests

- Sports, Music

Skills

- Ethernet, Provisioning, Routers, Java, C, C++, HTML.

Achievements

- Rising star award for the year 2015-16.
- Member of TN auto migration award winning team.

Strength

- Smart Worker and fast learner.
- Ability to cope up with people in any condition.

Hobbies

- Playing Cricket, football, athletic games.
- Listening to Music.

Declaration

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

Date :

Place : Pune

(Avneep Singh)