

# Abhinav Bharadwaj R

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## Summary

- Senior Software Engineer skilled in developing reliable middleware solutions based on Java Stack
- Expertise in developing Contact Center Solutions on Genesys Engage on-prem Platform
- Skilled in Troubleshooting Issues and Log Analysis of SIP, T-lib events, USR, ORS, Application, and Backend Service Logs

- Skills :

- SRE / DevOps / DataOps
- Languages - Java, JavaScript, C / C++
- Frameworks - Spring, Spring Boot
- Scripting - Bash, Shell, Python
- Cloud Platforms - AWS / Microsoft Azure / GCP
- Cloud Tools - Docker, Kubernetes, Red Hat Open Shift
- CI/CD and Automation - Jenkins, Ansible
- Tools - Jira, Git, Github
- IaC / CaC - Cloud Formation, Terraform
- CC / CX - Genesys Cloud CX, Genesys Engage On-Prem

Currently :

- Leading Enhancements and CRs for the existing Main IVR Application based on Genesys Composer
- Leading Core Banking Transformation Program (CBTP) from Contact Center channel for Agent Desktop, IVR, and Chatbot services.
- Defect Management, Issue analysis, and Test Cycle Tracking over JIRA across various UAT and Regression cycles for CBTP

## Experience



### Senior Software Engineer

Servion Global Solutions

Oct 2023 - Present (8 months)

- Leading Core Banking Transformation Program (CBTP) from Contact Center channel for Agent Desktop, IVR, and Chatbot services.
- Defect Management, Issue analysis, and Test Cycle Tracking over JIRA across various UAT and Regression cycles for CBTP



### Software Engineer

Servion Global Solutions

Jan 2023 - Oct 2023 (10 months)

- Successfully implemented channel-level migration of SOAP-based Interaction system from Oracle SOA Suite 11g to SOA Suite 12c
- Contributing to channel-level migration and enhancements as part of the Core Banking Transformation Program - a Major Project focused on Migrating the Core Banking System from Oracle Flexcube to Temenos T24Core (now Transact) for Dubai Islamic Bank (DIB).



## **Software Engineer Trainee**

Servion Global Solutions

Oct 2021 - Dec 2022 (1 year 3 months)

- Genesys Cloud CX Certified Partner
- Contributed towards enhancements and CRs of Composer-based Telebanking IVR Application for Dubai Islamic Bank (DIB).
- Contributing to Channel Level Migration of SOAP-based interaction systems from Oracle SOA Suite 11g to SOA Suite 12c



## **Site Reliability Engineer - Networking**

Tejas Networks

Nov 2019 - Oct 2021 (2 years)

- Successfully implemented Network Upgradation of TCL's Southern Network Ring from SDH to OTN Technology.
- Successfully implemented Tejas Network's SDH Network Upgrade for TCL from SDHv4 to SDHv6.
- Successfully implemented Tejas Network's SDH Network Upgrade for Bharti Airtel from SDHv4 to SDHv6.
- Recognised as "Best Partner Support Engineer" for Bharti Airtel Limited supporting SDH Network.
- Major works done on Tejas OEM Equipments across SDH, DWDM and OTN.
- Was part of various support activities across different ISPs like BSNL, Reliance Jio, Bharti Airtel, Vodafone-Idea and other in-house Service providers like PGCIL and RailTel Corporation etc.

## **Education**

Bachelor's Degree, Computer Science and Engineering

Jul 2015 - May 2019

Modules: Computer Architecture, Cloud Computing, Software Testing, Software Development, Resource Management Techniques, Database Management System, Programming and Data Structure, Object Oriented Analysis and Design, Microprocessor and Microcontroller, Internet Programming, Computer Networks, Artificial Intelligence, Cryptography and Network Security.

## **G.K.Shetty Vivekananda Vidhyalaya Junior College**

Completed Schooling, High School/Secondary Diplomas and Certificates

2001 - 2015

Active Volunteer, Keen Student in Observing experiments, Quick Learner, Perfectionist

## **Licenses & Certifications**



### **Genesys Cloud Certified Partner (CCP) - Genesys**

Issued May 2022 - Expires May 2024



**Microsoft Certified: Azure Fundamentals - Microsoft**

I409-5382



**Microsoft Certified: Azure Data Fundamentals - Microsoft**

I413-0750



**Microsoft Certified: Security, Compliance, and Identity Fundamentals - Microsoft**

I429-3695



**Microsoft Certified: Power Platform Fundamentals - Microsoft**

I431-0106



**Microsoft Certified: Azure AI Fundamentals - Microsoft**

I437-7293



**Introduction to Career Skills in Software Development - LinkedIn**



**Programming Foundations: Fundamentals - LinkedIn**



**Programming Foundations: Beyond the Fundamentals - LinkedIn**



**Introduction to C++ - Simplilearn**

4087552



**Programming Foundations: Real-World Examples - LinkedIn**

**Google Cloud Computing Foundations: Cloud Computing Fundamentals**

2747490

**Google Cloud Computing Foundations: Infrastructure in Google Cloud**

2805126

**Google Cloud Computing Foundations: Networking and Security in Google Cloud**

2815653

**Google Cloud Computing Foundations: Data, ML, and AI in Google Cloud**

2831886

**Google Cloud Fundamentals: Core Infrastructure**

2838390

**Google Cloud Big Data and Machine Learning Fundamentals**

2870711

**Google Cloud Fundamentals for AWS Professionals**

2890153

**Google Cloud Fundamentals for Azure Professionals**

2893005

**Skills**

DevOps • Java • JavaScript • Amazon Web Services (AWS) • Microsoft Azure • Spring Boot • RESTful WebServices • REST APIs • Git • Python (Programming Language)

**Honors & Awards**

**Customer Delight Award - Servion Global Solutions**

Oct 2023

Recognized as 'Customer Delight' for outstanding performance in Project delivery and support activities for Contact Center at Dubai Islamic Bank during FY'24 – Q1