

# Abhinav Bharadwaj R

Dubai, United Arab Emirates



abhinavbharadwajr@outlook.in



+971522591190



[linkedin.com/in/abhinavbharadwajr](https://www.linkedin.com/in/abhinavbharadwajr)



<https://abhinavbharadwajr.github.io/>

## Summary

Entry-level Aspiring DevOps Engineer with a strong desire to learn and stay current with the latest technologies and industry trends in DevOps and leverage it in a dynamic and fast-paced environment. With close to 4 years of Experience in CX engineering and Site Reliability Engineering in Networking, I have developed a solid foundation in managing and troubleshooting complex systems.

Skills :

- DevOps / DataOps
- Languages - Python, C / C++, Java, JavaScript
- Scripting - Bash, Shell, Python
- Cloud Platforms - AWS / Azure / GCP
- Cloud Tools - Docker, Kubernetes, Red Hat Open Shift
- CI/CD and Automation - Jenkins, Ansible
- IaC / CaC - Cloud Fomation, Terraform
- CC and CX - Genesys Cloud CX, Genesys Composer IVR
- Site Reliability Engineer - Networking

## Experience



### Senior Software Engineer

Servion Global Solutions

Oct 2023 - Present (1 month)



### Software Engineer

Servion Global Solutions

Jan 2023 - Oct 2023 (10 months)

- Contributing to Genesys Engage IVR Developments and Core Banking Enhancements for Dubai Islamic Bank (DIB).
- Contributing to Channel Level Migration of Oracle SOA Systems from version 11G to 12C
- Contributing to Channel Level Migration of Core Banking System from Oracle Flexcube to Temenos T24Core (now Transact)



### Software Engineer Trainee

Servion Global Solutions

Oct 2021 - Dec 2022 (1 year 3 months)

- Genesys Cloud CX Certified Partner
- Contributed to Genesys Engage IVR Developments and Enhancements for Dubai Islamic Bank (DIB).



### 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



### **Shree Motilal Kanhaiyalal Fomra Institute Of Technology**

Bachelor of Engineering, Computer Science and Engineering

2015 - 2019

Grade: A+

Activities and Societies: Speech at Debates. Actively participating in and Volunteering in Institutional Events. Organized multiple Events and coordinated with fellow studs.

Modules: Computer Architecture, Cloud Computing, Software Testing, Software Development, Resource Management Techniques, Database Management System, Programming and Data Structures, 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



### **Google Cloud Fundamentals for AWS Professionals**

2890153



### **Google Cloud Fundamentals for Azure Professionals**

2893005

## Skills

Java Development • Contact Centers • Genesys Engage • Microservices • DevOps • Python • Azure DevOps • Cloud Computing • Genesys • Genesys Cloud

## 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