Abhinav Bharadwaj R

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Summary

As a Senior Software Engineer at Servion Global Solutions with close to five years of experience in Software Development and DevOps Engineering, I have developed a solid foundation in managing and troubleshooting complex systems. I have also acquired multiple certifications in Genesys Cloud and Azure, demonstrating my proficiency and passion for learning and staying current with the latest technologies and industry trends in DevOps. My goal is to leverage my skills and knowledge in a dynamic and fast-paced environment, where I can collaborate with other professionals and deliver high-quality solutions.

Skills

- Software Development - Java, JavaScript, Python, Spring Boot
- Cloud Platforms - AWS / Microsoft Azure / GCP
- DevOps Tools
    - Linux, Bash and Shell Scripting
    - Docker, Kubernetes, Red Hat Open Shift
    - Jenkins, Ansible
    - Jira, Git, GitHub
    - Cloud Formation, Terraform

Experience

Senior Software Engineer

Servion Global Solutions | Oct 2021 - Present (2 years 9 months)

- Genesys Cloud CX Certified Partner
- Leading Enhancements and CRs for existing IVR, IWS (Agent Workspace) Applications based on Java and Genesys Engage platform
- Contributed to channel-level migration and enhancements as part of the Core Banking Transformation Program (CBTP) - a Major Project focused on Migrating the Core Banking System from Oracle Flexcube to Temenos T24Core (now Transact) for Dubai Islamic Bank (DIB).
- Contributed to channel-level migration of SOAP-based interaction systems from Oracle SOA Suite11g to SOA Suite 12c

Site Reliability Engineer - Networking

Tejas Networks | Nov 2019 - Oct 2021 (2 years)

- 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 Vidyalaya Junior College

Jun 2001 – Mar 2015

Completed Schooling, High School/Secondary Diplomas and Certificates 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 Cloud Fundamentals - Microsoft

I409-5382 - Azure Fundamentals

I413-0750 - Data Fundamentals

I429-3695 - Security, Compliance, and Identity Fundamentals

I431-0106 - Power Platform Fundamentals

I437-7293 – Azure AI Fundamentals

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