Abhinav Bharadwaj R

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Summary

As a Senior Software Engineer at Servion Global Solutions, with close to four years of experience in CX Engineering and Site Reliability Engineering in Networking, 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

- DevOps / DataOps

- Languages - Java, JavaScript, Python, 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 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 (5 months)

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

• Leading Enhancements and CRs for the existing Main IVR Application based on Genesys Composer

• Contributing to channel-level migration and enhancements as part of the Core Banking TransformationProgram - 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 to Genesys Engage IVR Developments and Enhancements for Dubai Islamic Bank (DIB).

• Contributing 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)

• Successfully implemented Network Upgradation of TCL's Southern Network Ring from SDH to OTNTechnology.

• 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,Vodofone-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

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

|¦| **Introduction to C++** - Simplilearn

4087552

in **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

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