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

## A blue and white logo Description automatically generated Senior Software Engineer

### Servion Global Solutions

Oct 2023 - Present (5 months)

## A blue and white logo Description automatically generated 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

## 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

# 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