

Summary

- Working currently as Sr. Software Engineer in Tech Mahindra
- Onsite experience with British Telecom for 19 months in Glasgow (UK)
- Excellent in automation of existing manual processes
- Migrated J2EE application to Springboot and deployed on PCF (Pivotal Cloud Foundry)
- Have created various UI/Non UI automations involving Unix, SQL, ASP, J2SE, J2EE.
- Proficient in developing Shell/Perl scripts and various other automations.
- OCPJP Certified
- Siebel System Admin with 5 years of experience.
- Have supported CTI, ABS, EIM on Siebel 8.0.
- Siebel Deployments.
- Troubleshooted issues with Oracle SunONE 6 and IPlanet 7 web servers.

Technical Skills

CRM	: Siebel 8.0, CTI, ABS, EIM
Technologies	: Springboot, Java, J2EE, Spring, Hibernate, Unix, SQL, JSP, HTML, CSS, JQuery, Perl, Python, Bootstrap
Scripting Language	: Unix, Javascript
WebServers	: Oracle IPlanet 7 and SunOne 6, Apache Tomcat, GlassFish
Operating Systems	: Windows 7/10, XP, Solaris 10/11, Linux (Redhat and Oracle)
OpenSource Tools	: Grafana, Kibana, Ansible, Checkmk

Professional Experience

July 2012 Till date

Tech Mahindra Ltd.	Dec 2013 to Present i.e 6 years 2 months
IIT Kharagpur	July 2012 to July 2013

Project Details

Tech Mahindra Ltd

Project	
Duration	: April 2014 to Present
Technical	: Siebel 8.0 8.0,
Environment	: Solaris 10
Client	: British Telecom(UK)

This application is a Siebel based CRM that caters to huge BT customer base. The CRM not just manages customer and Telecom products/services related information but also the advisor/agent related information along with the orders/faults placed by the customer. Moreover through the CRM customers can view their bills and credit related information. The application has a huge database which acts as a huge source of relevant information for various systems

Responsibilities:

- Development of sister application which is in Java
- Have successfully migrated it to springboot and deployed on PCF(Pivotal Cloud Foundry)
- Developing graphical dashboards using JQuery, Bootstrap, Java etc
- Developing and debugging shell and perl scripts used for EIM jobs / reporting and monitoring the application.
- Creating Automations to reduce the workload and increasing the efficiency.
- Keep the availability of the application infrastructure available 24 x 7.
- Manage and maintain 50+ servers of the production environment as well as another 50+ servers of the fallback environment.
- Implementing changes as per the ITIL

Academic Profile

- [2008-2012] : BTech from IIIT Jabalpur(One of the 5 IIITs established by MHRD Govt. of India)-7.8 CGPA
- 12th CBSE Board - 89.8%
- 10th CBSE Board – 87%