SHANNON SMITH

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PROFILE

I am a Senior Consultant and team lead with 10 years of experience on onsite and offshore Projects. I have worked with multiple technologies and am adept at Cloud Technologies.

EXPERIENCE

SENIOR CONSULTANT

VIRTUSA (2021 July - present) - Mobile Number Portability - MTN South Africa

- Team Lead.
- Roster Creation and Manipulation.
- Handled Escalations.
- Ensure completion of Port In/ Port Out Process.
- Developed application library solution using PHP, Docker,
- Development REST API calls for log monitoring.
- Report Automation.
- Process streamline and Manual task automation using python and Java.
- Ensure to maintain the SLA of requests and Incidents.
- Implement housekeeping activities using shell scripts.
- Implementation of multiple dashboards and portal for process monitoring.
- Python and Shell Automation Scripting.
- Assistance in Deployments.
- Incident and Problem ticket management.

CONSULTANT

VIRTUSA (2021 July - present) - Mobile Number Portability - MTN South Africa

- Team Lead.
- Ensure completion of Port In/ Port Out Process.
- Ensure to maintain the SLA of requests and Incidents.
- Implement housekeeping activities using shell scripts.
- Implementation of multiple dashboards for process monitoring.
- Implementation of portal to reduce customer requests.
- Python and Shell Automation Scripting.
- Assistance in Deployments.
- Escalations and track L3 tickets.

ASSOCIATE CONSULTANT

VIRTUSA (2015 Oct - 2019 Sep) - CSGI MNP - MTN South Africa

- Python and Shell Automation Scripting.
- Onsite visit to South Africa for KT.
- Maintain effective ITIL Process.
- Writing of technical documentation.
- Implementation of portal to reduce customer requests.
- Python and Shell Automation Scripting.
- Assistance in Deployments.
- Escalations and track L3 tickets.

ENGINEER

VIRTUSA (2013 Oct - 2015 Sep) - L2 - MTN South Africa

- L2 level support for MTN South Africa.
- Onsite visit to South Africa.
- Support network architecture for MTN South Africa.
- Ensure ticket closure on time which is directly required to maintain the required SLA.
- Process Lead.
- Process owner for vHRMS module.
- Report Automation.
- Dashboard Implementation.
- Build efficient housekeeping activities.
- Assisting in Deployments.
- Incident and Problem ticket management.

ASSOCIATE ENGINEER

VIRTUSA (2013 Jan - 2013 Sep) - Enterprice Application Group

- Oracle ERP Support on VHRMS module.
- Report Automation.
- L2 Application support for internal clients.
- Dashboard Implementation.
- Process Streamline.
- Report Automation.
- Assisted on Deployments.

INTERN

VIRTUSA (2011 Jun - 2013 Jan) - Enterprice Application Group

- Oracle ERP Support on VHRMS Module
- L2 Application support for internal clients.
- Report automation using Microsoft SQL.
- Dashboard development and deployment.
- Oracle ERP Application testing.

DEVOPS ENGINEER

ROOMHUNT.LK (2019 Aug - 2020 Oct) - Part Time

- Writing efficient and reusable code.
- RESTful API Development using Python, Django.
- Configuration of webservers using Dhaphne, uwsgi, Nginx.
- Configuring monitoring solution using Zabbix.
- Updating and maintaining code on Gitup.
- Creating Proof Of Concept(POC) for multiple functionalities.
- Maintaining and updating technical documentation.
- Deployment of application on Digital Ocean Cloud.
- Deployed Django app on Docker.

EDUCATION & CERTIFICATION

BS.C IN BUSINESS INFORMATION TECHNOLOGY
University of Greenwich UK (Top Up) 2011 - 2012

HND IN SOFTWARE DEVELOPMENT
EdExcel UK 2009 - 2011

DIPLOMA IN COMPUTER STUDIES
Ceylinco Sussex Computer Academy - 2006

DIPLOMA IN COMPUTER HARDWARE
Ceylinco Sussex Computer Academy - 2007

DESKTOP PUBLISHING WORKSHOP
Ceylinco Sussex Computer Academy - 2007

AWS
AWS Certified Security - Specialty
AWS Certified Solutions Architect - Associate
AWS Certified Sysops Administrator - Associate

KUBERNETES
Certified kubernetes application developer

ITIL
ITILv3 Certified

INTERCONNECT ICT OPTIMIZED ROUTING
CSGI

SINGLEVIEW V8 CONVERGENT BILLING
CSGI

AWARDS

1st place for the Innovator category at the service excellence awards - 2021

Best Client Delight Index Award - 2019

Best Project Team Award - 2019

Inter Virtusa Basketball Tournament Award - 2019

General Information Technology (G.I.T) Scholoship Winner - 2007

REFERENCES

Mr. Chamara harindra
Lead UI/UX - MediTech Data International
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Mr .Shimatha Perera.
Project Manager- Mitra Innovation
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