

# Darshan Patil

Senior Application Support Engineer

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## SUMMARY

- Experienced technical professional with 13 years of expertise in leading complex projects and managing cross-functional teams to optimize enterprise technology and telecommunications operations.
- Dedicated to providing high-quality service and excellence, with a strong ability to launch new technology operations. This includes managing client and vendor relationships, developing policies and procedures, refining business processes, and establishing Service-Level Agreements.
- Extensive experience in technical analysis, implementation, and integration of production systems. Demonstrated expertise in troubleshooting, debugging, and identifying root causes.
- Highly adaptable to rapidly changing technical environments, with strong organizational and analytical skills.

## EXPERIENCE

### Reliance Jio Platform Ltd

24th Feb 2020 - 31st Jan 2025

- Currently employed as an Application Support-SME at Reliance Jio, where focus on the CAF management process. In this role, serve as the primary point of escalation for the L1-L2 application support team for any production issues.
- Collaborate with Design, Development, and Business teams to ensure that the application deployments and new features align with both the Replica and Production requirements. In addition, coordinate efforts to address replica defects, business escalations, and production issues.
- To minimize issues related to changes in production, all changes in production must be reviewed and validated with appropriate sanity tests. Also coordinate bundle and major releases with the support team, and after deployment, follow up and monitor the deployment area with the team to prevent rollbacks and restore system functionality.
- Very important task to find root cause analyses of production issues, particularly focusing on Sev1 and Sev2 incidents.
- Major contributions include automating processes through in-house application and tool development while utilizing the necessary cloud and DevOps tools. Also, identify opportunities for application tuning and query optimization.
- I provide maintenance and operational expertise for web applications, operating systems, and database systems. Additionally, have to manage the end-of-support and end-of-life processes for applications and operating systems. I maintain the Vulnerability Assessment and Business Impact Assessment (BAVA) and address vulnerabilities through timely software version updates.
- I engage in weekly and monthly discussions with my reporting manager to present the monthly data status report, resource attendance status report, system change discussions, new requirement discussions, and any other critical updates. I also oversee the audit documentation process for ID validation on a quarterly and yearly basis. Furthermore, have to manage feature documents, deployment standard operating procedures documents, Method of Procedure documents, and other internal documents, ensuring their appropriate version is maintained on SharePoint and Jiwiki pages.
- Additionally, have conduct weekly and monthly analyses to reconcile order data with downstream and Revenue Assurance (RA) reports. With business approval, I plan activities for order updates or purging tasks. I create monthly team rosters to plan for scheduled deployments and manage attendance during planned leaves. Lastly, I train new team members and assign quarterly internal technical training for all employees.

### CSG International India pvt ltd

9th Aug 2017 - 5th Feb 2020

- LaPoste is a postal service in France, and CSGI is responsible for managing the postal billing project for them. This managed service will encompass the following key functions such as receiving LaPoste franking events, calculating all associated charges and taxes, and exporting these charges to the LaPoste billing solution.
- Handling the complete IME process for the LaPoste project, covering every aspect from acquisition to distribution.
- Analyzing failed postal records and error records daily, escalating issues to the LaPoste team concerning problems in the CDR (Call Detail Record) generation. This includes rectifying errors through thorough analysis to ensure there is no revenue loss, which involves reprocessing CDRs and correcting data as required by the client.
- Configuring equipment and portals, setting parameters for data collection, and creating operational plans for portals to process the CDRs. Managing patch upgrades in IME via the object packager and overseeing the upgrade installation on the SingleView side.
- Preparing monthly reports that include total record processing statistics, error report statistics, and an application-level monthly audit report.
- Managing patch upgrades in IME via the object packager and overseeing the upgrade installation on the SingleView side.
- Handling the incident management process for LaPoste, which includes preparing reports for clients using the Remedy tool and maintaining track lists for internal communications.

### Reliance Tech Service Ltd.

8th Feb 2016 - 8th Aug 2017

- Reliance Telecom solutions are provided as managed services and operations. We receive data from the network, convert it into the required format, and deliver it to downstream systems such as ICT billing, SV billing, and the RA-FM system.
- Handle the whole operation of the IME process for both wireless and wireline business data, covering from acquisition to distribution. This includes analyzing failed and erroneous Call Detail Records on a daily basis and escalating issues to vendors such as Lucent, Ericsson, and Huawei for network and switch-related problems that affect CDR generation.

- Operation, support, and maintenance for the Telecom RECC project at Vodafone India Pvt. Ltd.

**V2Solutions**

10th April 2013 - 25th July 2014

- Handle Linux infra server and application support for media projects, Solar design project, digital product projects etc

**Technotronics**

01st Sep 2012 - 28th Feb 2013

- Providing technical support and troubleshooting for various applications used within an organization.

**Godrej**

01st Aug 2011 - 31st July 2012

- Have completed Graduate Engineer Training (GET).
- Working as telecom engineer to support and maintain hardware and various applications used within an organization.

**PROJECTS**

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**CAF Regeneration Automation**

- Have developed and implemented an automated solution to generate CAF documents using the existing method. The previous process was time-consuming and required a dedicated resource to handle and monitor all steps. The manual work made reconciliation and reporting on success and failure records tedious.
- To address this, we created an automatic bash script solution. Users simply provide a sample input file with the required CAF list (the Requirement Document). Based on the input, the script selects the relevant items and proceeds through the existing steps automatically. After the process is completed, users receive an email summarizing the successes and failures, along with the relevant attachments.
- Since implementing this solution, there is no longer a need for a resource to continuously monitor the server. This has been extremely beneficial for the business team, enabling them to meet weekly and monthly submission deadlines without risking revenue loss.

**PaperCAF Digitalization Automation**

- Have developed and implemented an automated solution to generate CAF Digitalization using the existing method. The current method is very time-consuming, as the build has a limitation (false error cases) that prevents all CAFs from being processed at once. This necessitates continuous retries, making the task difficult and tedious. Consequently, all team members have been getting frustrated with the workload and the reconciliation of reports.
- To address this issue, we created an automatic Bash script solution. Users can provide a sample input CSV file containing the required CAF number, MSISDN, and customer ID list. Based on this input, the script will automatically select the list and call the "CAF Digitalization Build," which is the existing method.
- After the process is completed, our script checks for error files and automatically triggers retries for any failed cases until the job is finished. Once the job is complete, we receive an automatic email summarizing the successful cases and detailing any failures, along with a proper report file as an attachment.

**SKILLS HIGHLIGHT**

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- Application Support and Customer Service Expert.
- Project and Operation Management.
- Team management.
- Change, Incident and Problem management.
- Audit process and Technical Documentation.
- Communication and Interpersonal skills..

**TOOLS, SYSTEM AND OS KNOWLEDGE**

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- Linux, Windows OS.
- Shell Scripting.
- Oracle, sql, Mysql database.
- Remedy, HPSM ticket tool, JIRA tool
- Git,Kubernetes, Docker, Jenkins, AWS, Terraform and various cloud tools.
- Tomcat, JDK, SOAP, Jmeter, Postman, Manage In-house Java build and utility.

**CERTIFICATION PREPARATION**

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- Kubernetes and AWS Cloud.

**EDUCATION**

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**MGM College of Engineering, New Mumbai ( Mumbai University )**

Bachelor of Engineering in Electronics and Telecommunication

Sept 2010

**Pad. Dr. D. Y. Patil Polytechnic, New Mumbai ( MSBTE )**

Diploma in Electronics Engineering

July 2007

**Balmohan Vidya Mandir, Mumbai**

Secondary School Certificate Maharashtra State Board ( 10th Class )

June 2004