

Darshan Patil

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SUMMARY

- Accomplished technical professional with 12 years of experience leading complex projects and managing cross functional resources to optimize enterprise technology and telecommunication operations.
- Committed to quality and service excellence with aptitude for launching new technology operations, including client and vendor relationships, policies and procedures, business processes and Service-Level Agreements.
- Good experience of technical analysis, implementation and integration on production system. Strong and expertise in troubleshooting, debugging and finding root cause.
- Highly adaptable in quickly changing technical environments with very strong organizational and analytical skills.

EXPERIENCE

Reliance Jio Platform Ltd

24th Feb 2024 - Till date

- Currently working as Application Support SME with Reliance Jio in CAF management process.
- Serve as first point of escalation for L1-L2 application support team for any production process.
- Working with Design, Development and Business teams to ensure Application and new feature deployments with Replica and Production as per requirement. Also need to coordinate with them for Replica Defects, Business escalations, production issue, etc.
- Ensuring that production changes are reviewed and validated in production with a proper sanity test to avoid change related production issues.
- Coordinate for Bundle release and major release to the support team. Post deployment taking a follow up and cover the monitoring area with team to avoid rollback and restoration system deployment.
- Support and drive a detailed root cause analysis of production issues especially for S1 and S2 incidents.
- Contributing in the area of automation with in-house application and tool development where knowledge and information about cloud and DevOps tools.
- Identify opportunities for application tuning, query optimization, implement alert, log capture with a new tool to support team member for daily tasks, ad-hoc requests, business issue, etc.
- Provide maintenance and operational expertise with Web, OS and DB system. Also manage EOS/EOL for application as well as OS.
- Keep maintain BAVA and vulnerabilities action steps with respect to software and their version update etc.
- Discussion weekly and monthly with my reporting superior for monthly data status report, resource attendance status report, system plan-change discussion, new requirement discussion and any other important information update etc.
- Have ownership of Audit documentation process like ID validation for quarterly, yearly. And also manage Feature document, Deployment SOP and MOP documents, other internal document with share point location and Jiwiki page.
- Weekly and monthly analysis and reconcile order data with downstream and RA report. With business approval need to plan activity for order updation or order purging task.
- Preparing monthly team roaster with resource planning for scheduled deployment as well as planned leave.
- Provide training to new team member and assign quarterly internal technical jio training to everyone.

CSG International India pvt ltd

9th Aug 2017 - 5th Feb 2020

- LaPoste offered by postal service in France and CSGI handling the Postal billing project for them as Manage service and operation.
- The solution will cover the following main functions as receive LaPoste franking events, calculating all charges and taxes associated with the franking events, and exporting those charges to the LaPoste billing solution.
- Handling the complete IME process operation of LaPoste project, like from the acquisition to distribution with every aspect operations.
- Analysis of failed Postal Records and error records on daily basis and issue escalations to the LaPoste team related problems in the CDR generation. Rectification of the same through proper analysis and ensuring that there is no revenue loss by reprocessing the CDRs and the data error correction and processing it as per requirement of client.
- Configuration of equipment and portals and configuring the parameters for data collection, Creation of operation and plan for Portals to process the CDR.
- Prepare the monthly report like total record processing statistics, total error report statistics application Level User Monthly Audit Report.
- Handle the patch up gradation in IME via object packager. Also manage the Hot-fix and release installation in SingleView side.
- Handling the Incident management process in LaPoste. From Remedy tool, prepare the report for client and also maintain the track list as intimation within internally.

- The project provides solution for CDRs identification, Collection, and Output Mapping Knowledge of CDR Structure includes (MO, MT, DATA, SMS, TELEVERIFICATION) where handling the downstream issues related to CDRs sent to interconnect, Billing, Decision Support Team, Fraud Management system and Network performance team.
- Analysis of failed CDRs and error cdrs on daily basis and issue escalations to the Vendors like Lucent, Ericson and Huawei for network and switch related problems in the CDRs generation. Rectification of the same through proper analysis and ensuring that there is no revenue loss by reprocessing the CDRs..
- Interact and deal with all ICR partners for inter-operator roaming related CDR exchange and resolving connectivity issue pertaining to it. Also Configuration of equipment and portals and configuring the parameters for data collection, Creation of operation and plan for Portals to process the CDRs.
- Works on Audit Report generation for CDR reconciliation, Error Processing Report (EPS) and Additional Reports for trend analysis of data volume, error analysis etc..

PROJECTS

CAF Regeneration Automation

- Developed and implemented an automatic solution to generated CAF document automatically on existing method.
- As existing method is very time consuming and always required one resource to handle and monitor all steps. Due to manual work its very tedious to do reconcile and reporting on success and fail file record.
- We have implemented automatic bash script solution in which we will provide sample input file with required CAF list (Requirement Document), based on the input, script will pick the list and proceed further step by step on existing method. After the completion process , we will get automatic mail with summary of success and fail file with attachment.
- Since after implementation of solution, no need of resource to sit and watch all the time on server also no need of continuous monitoring. Its very helpful to business team, so they can achieve weekly and monthly submission on time without any revenue loss.

PaperCAF Digitalization Automation

- Developed and implemented an automatic solution to generated CAF Digitalization automatically on existing method.
- As existing method is very time consuming, as build have one limitation (false error case) where all CAFs could not processed at one time. Where we need to retry process continously, so its very difficult and tiring job to do. All shift member are getting frustrated to do task as well as reconcile the report.
- We have implemented automatic bash script solution in which we will provide sample input csv file with required CAF Number, MSISDN, Customer id list, based on the input, script will pick the list and call automatically to "CAF Digitalization Build" which is existing method.
- After the completion process, our script will check for error file and it will automatically trigger for fail cases as retry process untill it finish a job. Once finish a job, we will get automatic mail with summary of success and genius case of failure with proper report file as attachment.

SKILLS HIGHLIGHT

- 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

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

CERTIFICATION PREPARATION

- Kubernetes.
- AWS Cloud.

EDUCATION

MGM College of Engineering (Mumbai University)
Bachelor of Engineering in Electronics and Telecommunication

Sept 2010

Pad. Dr. D. Y. Patil Polytechnic (MSBTE)
Diploma in Electronics Engineering

Jul 2007

Balmohan Vidya Mandir, Mumbai
SSC Maharashtra State Board (Class X)

Jun 2004