BALA GANGAIAH RAMPE	EMAIL:balagangaiah3183@gmail.com
System Engineer	MOBILE: +91-8886479562

Experience Summary

- Having around 4.3 years of experience in IT Industry.
- Good Knowledge in SQL , Linux commands & Shell Scripting .
- Good Knowledge in Application/production support with incident and change management.
- Good Knowledge in SQL Developer, Putty, Manage Engine, Jira, Winscp.
- Experience in testing applications that involves complex Banking products/services functionality.
- Participating in regular and weekly project status meetings.

Technical Expertise

Tools	SQL Developer, UNIX, JIRA, winscp ,putty, service desk, Jboss and Tomcat
Database	Oracle database 11g
Operating System	Windows 10,Linux

Academic Record

Degree	University	Year of passing
Bachelor of Sciences in computers	Andhra Loyola College, Vijayawada(Krishna University)	2015

Work Experience

Currently working as an **System Engineer for Sterlite Technologies, Bangalore** from Mar 2018 to till date.

Project #: (2018 Mar to till date)

PROJECT NAME	Billing/AAA/PCRF/Testing
Client Name	TATA SKY BROADBAND PRIVATE LIMITED.
Team Size	8
Technology	SQL Developer, Linux.

Description: TATA SKY Broadband services which includes AAA, Netvertex policy manager, Captive Portal, Crestel Prepaid Billing, and a monitoring server for monitoring.

TATA Sky Broadband services will be in a Pre-paid model whereby subscribers will recharge every month to get their Broadband services renewed.

Crestel Prepaid Billing will perform billing of TATA Sky Broadband subscribers only. Crestel Billing will also include voucher management and Provisioning. The provisioning module, will provision subscribers to PCRF when provisioning requests comes from CRM.

 (as required by TATA Sky):
1. Auto renewal
2. Suspension and resumption
3. Change plan (downgrade) during suspension
4. Bulk Pre-paid plan migration
5. Invoice/SOA to be generated in PDF format per customer account. Invoice name to contain CRM account number to facilitate retrieval from CRM.

As per TATA Sky requirements, following environments will be deployed:
1. Production Environment
2. Non – Production Environment
3. Development Environment
4. UAT Environment

Development Environment will only be used for Elite Core solution development, testing of bugs, hot fixes, upgrades, correction packages etc.

UAT Environment will be used for End-to-End testing of the solution. Once the UAT is approved by TATA Sky, the same will be deployed in Production Environment.

Responsibilities:
➢ AAA for Authentication, Authorization and Accounting.

➢ Generating usage, revenue, subscribers reports as per customer requirement from DB.

➢ Coordinating with the customers, vendor team's and alarm monitoring team for NW issue fixes.

➢ Hands on Experience in Operation, System management and Maintenance of crestel products and AAA, PCRF.

➢ Preparation of dashboard reports and monthly/weekly/daily reports.

➢ Monitoring Server health with motadata. Monitoring the PCRF AAA nodes TPS, Traffic and health check etc.

- Strong focus on delivery

- Performing Testing on Non-prod applications for new CR and Bug fixes.

- Deploying new MR in new releases, Application/Production support with log level analysis.

- FTP/FTPS/SFTP/SCP File Handling.

- Involved actively troubleshooting LINUX operating system server issues

- Monitored error logs, fixed problems and tuned parameters in tomcat, Jboss environment.

- Involved in configuration management, software deployment, change management, performance Monitoring and Application maintenance.

Personal Details

Date of Birth   :   27-Jun-1995
Nationality   :   Indian
Marital Status   :   Single
Present Address   :   Bangalore
Language known   :   English, Telugu, Hindi

Declaration

I do hereby declare that the above mentioned particulars are true to the best of my knowledge.

Date:
Place: Bangalore   **Bala Gangaiah R**