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| Professional summary | | Seasoned software engineer in the telecom industry with more than 11 years of experience in fast-paced software support environment. Excellent software debugging and troubleshooting skills. Track record of achieving exceptional results in improving product stability, performance, and customer satisfaction. |
| Skills & Abilities | * Languages   + Java, C, C++, Bash Shell Scripting * Oracle RDBMS Administration and Maintenance   + SQL/PLSQL, RMAN, Stored Procedures, Oracle Enterprise Manager, Performance tuning * Red Hat Linux 5.x-7.x, centos, Administration and Maintenance * Apache Tomcat, JBoss, ActiveMQ, LDAP, Cognos ReportNet * Debugging code and software troubleshooting * Software Documentation * Telecommunications * Quick to adapt to new technologies * Critical thinking * Strong communication * 13+ years of working experience and near 11+ years of I.T experience in fast-paced, quality conscious tech work environment. * Programming experience in C/C++/Java under WinCE/LINUX/MAC/Symbian/Windows/Android/Java/iphone. * Subject Matter Expert for T3/T4 Software Support * Experience in WiFi-secure and VoIP/FMC mobile telephony solution with various client server platforms products. * Inter-op and deployment/Configuration hands on with various VOIP servers e.g. ASTERISK, Nortel MCS, Nortel CS1K,Cisco CUCM, Vertical XIP, Toshiba CIX, Avaya CM and SIPX Telecom PBX. * Knowledge of VPN, mobile VPN , WiFi 802.11x , Embedded Systems PPC, symbian, IPhone, Android,BB,SIP,Telecom. * Participated in all the phases of SW development cycle SDLC designing, coding, testing etc * Good Networking concepts and protocols e.g. SIP,RTP,TCP/IP,DHCP,ARP,DNS etc * Hands on Various Tools Wireshark, Ether peek, Val grind, SIPP,NMAP,SIVUS,PROTOS, Linksys adaptor, SIP Inspector * Certified RHCSA & RHCE Licence:130-108-905 | |
|  | | **software engineerfor IQ Product Development** Avaya – R&D – Pune, IN03/2016-Present  * Technical lead for the EMEA/APAC based Avaya R&D Customer Product Engineering team for the Avaya IQ product. * Provide software support to R&D peers for complex product issues identified during both testing phases and those reported by external and internal customers. * Participate in product designs and code reviews. * Identify product defects and inefficiencies. * Provide software support to technical support engineers worldwide. * Gather and analyze system information to determine and recommend solutions to product outages and performance related issues. * Secured numerous end of quarter deals for client executives by resolving critical product issues escalated by customers. * Lead efforts to mitigate executive level customer escalations, to include on site customer visits. * Technical lead during discussions between client executives, business partners, and customers to resolve business critical items.  **Software Engineer** avaya – global Product Support – Pune, IN05/2011-02/2016  * SME CMS/IQ/CS1K Product support for Avaya Global Services organization. * Identify and submit product software defects and enhancement requests. * Delivery of software fixes and work arounds. * Consult with users, management, vendors, and technicians, to assess areas of need for improving the CMS/IQ/CS1K product performance and stability. * On site client visits to mitigate executive level escalations. * Provide support and mentoring to the Global Technical Support organizations. * Collaborate with the Global Critical Escalation Managers to resolve critical customer escalations.  **Software Engineer** Nortel Networks (VARAHA) – Ahmedabad, IN01/2010-03/2011  * Collaborate with remote support and development team. * Delivery of patches, service packs, and hot fixes for product issues. * Provide R&D sustain engineering support to the technical support engineers. * Customer issues. * Logs investigations and configuration support for customer requirements post product support.  **software engineer**Nortel Networks (VARAHA) – Ahmedabad, IN01/2008-12/2009  * Analyze system issues and fix in uMC server on Linux Platform * Implement new Branch and made changes SIP Stack for server to support Symbian Client * Software Debugging and Fix problems reported by QA/Customer.  **QA Lead**Nortel Networks (VARAHA) – Ahmedabad, IN07/2005-12/2007  * Trained new hires. * System and Sanity testing from QA/QC. * Finding Product bugs and feature verification. * Preparing QA Test Lab and configuration * Issue Analysis reported by QA * QA Test/Progress Reports * Creation of Test Plans and generation of Test cases |
| Education | | **BIRLA INSTITUTE OF TECHNOLOGY AND SCIENCE**, Rajasthan, IN MS Telecommunications & Software Engineering**Gujarat university**, Gujarat, INMSC Chemistry**Gujarat university**, Gujarat, INBED Education**Gujarat university**, Gujarat, INLLB LAW |
| References | | **sATIR SAINI**, Tech ManagerAvaya [ssaini@avaya.com](mailto:ssaini@avaya.com), +919545583320 **Nishant Agarwal**, Tech ManagerAvaya [nagrawal@avaya.com](mailto:nagrawal@avaya.com), +919881103455 **sudarshan kanan**, TECH MANAGERAvaya [skannan@avaya.com](mailto:skannan@avaya.com), +919881191780 |