**Manasa M**

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Associate System Engineer in IBM, AT&T account, Bangalore, with 3.3 years of experience.

I have been working on telecom domain, concentrating on design and development of projects. I have also addressed major change requests for the project flow and also notable contributor to increase code efficiency with its every release.

Possess strong skills in core dump analysis, debugging issues.

**Technical Proficiencies:**

**Operating Systems:** XP, AIX, Solaris, HP-UX.

**Languages:** C++, UNIX, XML, DBMS, Shell script

**Mark up Languages:** HTML, XML

**IDE/Tools:** Eclipse, Source Insight, FTP, SCME, Eclipse, Function Point

**Professional Experience:**

**Associate System engineer** (July 2010-till date)

# Application Name: NC3

 A repository containing Customer Premise Equipment (CPE) and related Site & Connectivity/VPN data in support of ordering, design, configuration, management, & reporting

 NC3 web-based tool for design / engineering input, configuration maintenance, and network management

 An integrated set of tools to manage the configuration of customer sites

**Responsibilities**: Maintain and enhance new features, ensure the quality of

coding provided to application while meeting the deadline.

**Description:** The team I worked as a part of is responsible for designing and development

of the projects. Working here helped me to widen my knowledge on object

oriented programming concepts. I was the key contributor in making certain changes required for projects analysis and flow

 Worked on multiple enhancements and resolving several customers reported issues.

 I was part of several innovative projects. Some of the specific projects are mentioned below:

**Extracts:**

Nc3 application is basically an inventory to store customer’s data. Customers came up with the new requirement where they wanted there data to be sent in bulk. Till then customer data was sent based on the order we receive. We came up with the new architecture where we developed few scripts and batch program to fetch the data based on day to day.

 Designed and developed multiple batch programs and sql scripts to fetch the proper data

 Worked on the Performance tuning since it was the major concern due to bulk data that has to be sent.

 Presented the architecture design for whole AT&T account.

**Core dump analyser:**

Core Dump analysis is quite complex and time consuming as it involves in-depth knowledge & expertise on various domains like processor architecture and operating systems.

To ease the analysis part we developed a core dump analyser which is intuitive, intelligent and easy to use. It has a complete web base interface .It also does various known checks on the dump to help an Engineer root cause an issue faster.

 This core dump analyzer has to be tested on compiled source code, which is before run time. Worked on dump analysis techniques and thereby integrated them for automation of dump analysis.

 Presented the product training for diverse audiences.

**Automation project:**

As a part of this project, manual work which was used to do by network engineers has been automated. Network engineers used to add all the equipments required for their site and the connections. This project takes around 2 min to complete all these processing and t will even submit this to procurement specialist.Improved the efficiency of the product by

automating the user creation process

**Initiatives:**

 Developed reverse engineering document for the team. design document for the new architecture,

Collated the concepts developed and used by several engineers, to increase the productivity of the engineering team.

 A very active member of the fun team, co-ordinated and organised several floor level fun activities.

 Took initiative in preparing estimates and counting Function points for the projects.

 Mentored and trained new recruits; developed a program to streamline new recruit on-boarding process and created training materials to improve productivity by 10%

**Academic Projects:**

 Analysis of sentiments from opinionated texts comprising of normal and short words, to analyze the opinion of web users on products as well as to summarize their opinions.

 Implementation of the paper " Blog Mining Through Opinionated Words" presented by, Giuseppe Attardi, Maria Simi.

**Accomplishments and highlights:**

 Received multiple team level, account level e-awards for my performance and technical excellence.

 Rated among top 10% throughout my tenure in IBM.

 Awarded “Service Excellence Award” for the dedication and excellence in project delivery.

 Awarded “Eminence & Excellence Award” for acting as SPOC for project delivery.

 Awarded “HALL OF FAME” for the innovative tool developed, core dump analyzer tool

 Awarded “BEST OF IBM” for mentoring the graduate hires.

 Won several prizes in the tech fests held during college.

**Personal Details:**

**Soft Skills:** Great and fast learning curve versatile, self-driven, good interpersonal skills, excellent team player, inordinate desire for learning.

Name Manasa Mahesh

Nationality Indian

Languages Known English, Kannada, Hindi.