**l**



[Linkedin.com/in/somesh-ghosh](https://www.linkedin.com/in/somesh-ghosh-2193a7110/)



Somesh.ghosh123@gmail.com

**SOMESH GHOSH**



+91 996-082-5052

**ABOUT ME**

**WORK EXPERIENCE**  
5.9 Years

I have a clear, mind with a practical approach to problem-solving and a drive to see things through to completion. bp

I am a highly competent IT professional with a proven track record in Automation tools, Cloud technologies, and Integrations. I have strong technical skills as well as excellent interpersonal skills, enabling me to interact with a wide range of clients. Proven leadership role in establishing the Global Support team and working cross-functional as a consultant for a product company. I am eager to learn, I enjoy overcoming challenges, and I have a genuine interest in Latest Technologies and implementing them to make organizations successful.

**AGE**  
27



**Education**

* Bachelor in Computer Application (BCA), Ahmednagar College, Ahmednagar, Maharashtra, from Pune University, Pune, Maharashtra, India. (Pursuing)



**Professional Qualifications and Affiliations**

* "CTFL" (Certified Tester Foundation Level) from **ISTQB** (International Software Testing Qualification Board) 28 Sept 2017
* **Business English** **Cambridge** – Vantage level certification from ELTIS
* **TSIA** - Certified Support Professional Level 1 & 2
* **Tricentis Tosca Certifications**: Automation Specialist 1&2, Automation Engineer 1&2, TQL, TestCase Design 1 & 2, Automation Specialist for SAP/Database, OSV, Exploratory Testing.
* **Tricentis Certified Implementation Partner**



**Career Highlights**

* Initial onsite experience in Vienna, Austria for Training/ramp up to start the Global Technical Support Team in India/APAC.
* Ramping up and Handling a Team of 10+ Support members with L1/L2 Support to contribute in Global product support, Reporting to H.Q (V.P Operations)
* Serve as liaison between Product engineering team, Consulting Services and clients.
* Promoted to Sr. Technical Support within 8 Months also Point of contact for Platinum Customers.
* Experience in DevOps and test management tools Jenkins, Bamboo, JIRA, AZURE, and SOAPUI.
* Working experience in agile teams and actively involved in DevOps transformation for the Customers. My experience ranges from Requirement Analysis, Product Design, Development, Implementation, Integration and Performance Tuning aspects of the SDLC.
* Managing customer’s escalations, coordination with Account and Sales teams as well as working with Professional Services, Product and Engineering as required.



**Skills**

* **Operating Systems**: Ubuntu Linux 9.10 and Windows
* **Database**:Oracle11g/12c, MS-SQL Server 2008/2012, SQLite, MySQL, IBM DB2
* **Testing and Diagnostic Tools**: Tricentis TOSCA, HP ALM , Flood IO, Postman, Swagger UI, Service-Now
* **DevOps and Integration tools**: Jenkins, Bamboo, Microsoft Azure, TaskTop.
* **Programming**: Batch Programming, C#, Java, HTML
* **Version Control**: Git, SVN.



**Work Experience**

July 2018 – May 2019  
**Senior Engineer - Product Development**  
FIS Global Solutions Pvt Ltd  
Pune, Maharashtra.

**Fidelity Investments, United States [Product: InvestOne]**

**Project Description:**

InvestOne is a powerful, real-time investment accounting and administration system. As the bedrock of many leading firms’ investment operations, it provides a fully scalable, modular, middle-to-back solution for asset managers and Fund Administrators. This draw on a single source of transaction data to process any number and type of portfolio accounting and fund administration calculations in real time.

**Responsibilities:**

* Analyzing business requirements, participating in technical design, development of various modules.
* Implemented requirements which include implementation of new Data Flow set in ETL, enhancement of existing API request and response data, testing the same.
* Developed CI\CD pipeline for continuous Integration.

* Involved in implementation and maintenance of new integration platform for InvestOne which IRA (Integration Routing Adapter).
* Testing SOAP & REST Web services for different modules & adapters for IRA.
* Analyzing and fixing camel routes for exposed transports like SOAP, REST and JMS that IRA supports.
* Involved in designing the user experience interface UI/UX strategy, UI requirements & UI designs.
* Worked as Test Lead for IRA using internal tool SAFAL for Automation testing and Testcases.

Nov 2016 – July 2018  
**Tricentis India Pvt Ltd**  
Pune, Maharashtra.

**#Project: Global Support Team foundation India**

**Domain:** Support & Operations **Role: Technical Support Engineer**

**Responsibilities:** On-Site Knowledge Transfer on Tosca and Support functions. Single Handed started the team and ramped up till 11 members. Recruiting candidates and providing weekly and monthly progress reports to V.P Operations & Director Global Support.

**Scope:** Responsibility of trainings and knowledge transfer of advanced test automation in TOSCA tool, to the team with pure technical support working at Administration level in the TOSCA tool with aim to put forward a team for the output of quality test automation of test cases.

**#Project: Philips (Client)\Wipro (Vendor).**

**Domain:** QA **Role: Dedicated Support Representative**

**Responsibilities:** Implementation and support for Enterprise Roll out of Tosca Test suite, Plan and create COE related processes, Managing Escalations between Support, Partner and Customer Success, Weekly Connect with customer.

**Scope:** Exchange experiences/best practices concerning platinum support with other dedicated support reps in the team. Implement successful Initial Test Automation at multiple projects.

**\*Promotion**

**Domain:** Support & Operations **Role: Senior Technical Support Engineer.**

**Responsibilities:** Product setup, coaching, implementation, consulting, coordination, daily progress tracking.

**Scope:** Functional Automation of E2E test scenarios, TCD implementation for Data driven testing, Database connectivity and testing, assets migration, CI\CD implementation, Tosca version upgrade, API’s implementations, product customizations, legacy systems automation. Best practice and guidelines.

**#Project: Intuitive Surgical.**

**Domain:** Healthcare IT **Role: Professional Services Consultant**

**Responsibilities:** Implementation, coaching, consulting, coordination, daily progress tracking, Boot Camps for best practice implementation.

**Scope:** Functional Automation of E2E test scenarios in SAP CRM and SAP ECC Application. Use of Classic and Tbox Automation Framework. Special Engines utilization.

**#Project: Linde Group\Accenture (Partner).**

**Domain:** Gas & Energy **Role: Strategic Partner Support Engineer**

**Responsibilities** Product setup, implementation, coaching, consulting, coordination, Support in DevOps Transformation, Support in Hands-on Workshop over-seas.

**Scope:** Project review of vendor deliverables for the client, Functional Automation in multiple line of business, license monitoring, API Automations, Customization support.

May 2016 – Nov 2016  
**Application Support Consultant**  
Allscripts Healthcare Solutions Inc.  
Pune, Maharashtra

Allscripts Healthcare Solutions, Inc. is a publicly traded American company that provides physician practices, hospitals, and other healthcare providers with practice management and electronic health record technology.

It provides leading edge clinical decision support built on an open platform which allows hospitals and health systems to provide enhanced care coordination workflows that connect documentation, orders, patient problems and events with care planning in a highly intuitive user interface.

**Client Technical Services** (CTS), owns many of the internal tools which are being used to monitor the performance of the client’s machines that has Allscripts installed applications. These tools are used for Monitoring URL Transactions, servers, events, and Azure. The Monitoring tools are listed below:

* + - eGurkha
    - Pulse

**#Project: Client Technical Services (SCM)**

**Domain:** Healthcare IT **Role: Application Support Consultant**

**Responsibilities:**

* Install and Upgrade SQL Servers
* Server deployments like Windows OS Upgrades and Patches
* SQL Administration like Managing databases, Availability and Performance
* Executing SQL jobs, Analyzing and creating Stored Procedures
* Database Migration/ Failover
* Incident and Request Management which includes detection, investigation of incident,

Resolution and recovery, closure of Incident/ Request within SLA.

* Problem management activity to reduce repeated Incidents/ issues
* Planning and executing major activities like Deployments/ Releases, Application related Upgrades/ Bug fixes/ Hot-fixes, Migrations, BCP failovers etc.
* Site reliability management
* Providing Tier-2 Support for Messaging queue MSMQ and Interfaces like Elink
* Conducting daily system health check-ups and log check-ups.
* To troubleshoot the entire SQL problems related to SQL jobs

**Scope: Environment/Application and Tools*: MS SQL SERVER 2008/R2, 2012, SSMS, RDP, Production Database, MSMQ, Elink Interface, HL7, SFDC.***

October 2013 – April 2016  
**Tech Mahindra Limited.**  
Pune, Maharashtra

**#Project: KPNGB Belgium – (BASE)**

**Domain:** Telecommunication **Role: Associate System Engineer**

**Responsibilities:**

* Working on alarms generated from HPOV monitoring & Ticket creations (If there is any critical alarm then inform to the respective team and take follow up) Monitoring Tools (If we found any errors then we inform respective team and also create ticket as per the given priority) PCC-DWH Node/server monitoring Topaz BAC- BSCS and Epiphany spikes and graphs monitoring.
* Critical Handling & Calls to On-call for Critical & Major with log updates SLA ending-Every Day Pull-out the data and send mail to respective team SLA ending also do call out
* Administered change management related to server upgrades and software installation
* Maintained technical knowledge in networking area; operating system (Server and PC), Monitor server performance.
* Managing service delivery functions to ensure end-to-end ownership of incidents and service
* Involved in user management issues like user account creation, unlocking, resetting. Incident management- logging, prioritizing and resolving incidents and track then against various SLAs.
* Operations management- raising Operational requests for reoccurring incidents and carrying out operations for applications as per the client’s requirement, following proper support guideline
* Ensured proactive monitoring of tickets SLA with no fail.
* Problem management activity to reduce repeated Incidents/ issues

**Tools:** HP-OVO, HP-BSM, HP-BAC, Oracle SQL Developer, PuTTY, Expert Desk.

**Scope:** Error Analysis / Operational request, TechM SOC communication (emails), Change Management/Problem Management, DWH/BSCS, L 1.5 Resolution (Infra & Applications)

**#Project: TELUS Telecommunications**

**Domain:** Telecommunication **Role: Associate Network Engineer**

**Responsibilities:**

Testing & programming with various PSTN switches (DMS100, GTD5 & 5ESS).

* To manage and troubleshoot the Network issues by provisioning the Network switches.
* Used different type of tools such as ASAPNOC, Tag, 4tel etc. for provisioning and making changes for client circuits according to client requirement.
* Understanding client needs requirements, and expectations and device solutions accordingly.
* To troubleshoot the entire Network problems related to DSL network.
* Managing service delivery functions to ensure end-to-end ownership of incidents and service requests.

**Tools:** ASAPNOC, TAG, 4tel, Salesforce, Lynx (Siebel), Cisco IP Telephony, IVR, POTS, PSTN Switches



**Languages**

|  |  |
| --- | --- |
| * English | * Hindi |
| * Marathi | * Bengali |
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**Personal Interests**

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| --- | --- |
| * Listening to Music | * Football |
| * Dancing | * Reading |



**Personal Details**

Father’s Name: Mr. Ganesh Kumar Ghosh Marital Status: Single  
Birthday: July 12, 1992 Nationality: Indian  
Gender: Male Passport: **P3286720**

**Declaration**

I, Somesh Ghosh, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

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Somesh Ghosh Pune, Maharashtra  
 Aug 1, 2019