MANISH KUMAR

Associate Staff Engineer – Technology

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LinkedIn Profile:
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Birth Date: 20-Jan-1987

Nationality: Indian

LANGUAGES

- English
- Hindi

CORE COMPETENCES

- Amazon Web Services (AWS)
- Microsoft Window Server
- Linux
- SQL Server
- Core Java
- GitHub

PROFILE SUMMARY

- Over 6 years of experience in Application Support/ Production Support/ Operations testing and delivering Services as Infrastructure Admin, in domains across Telecom & Security.
- Have hands-on experience in cloud services and cloud platforms like AWS (EC2, S3, VPC, IAM, RDS, CloudWatch, etc.)
- Have experience in application migration from own premise datacenter to AWS & vice-versa. Completed more than 30 migrations successfully.
- Hard working achiever, dedicated to on-time delivery, and enthusiastic team player. Possess responsible team leading skills, currently leading team of 8 members.
- Have experience in conducting periodic internal auditing and have supported external audit for ISO 27001 (ISMS) compliance.
- Have experience working in client facing environment.
- Hands-on experience in Telecom Revenue Assurance & Fraud Management service.
- Hands on experience in ETL, IVR services like Music-on-Demand, IVR call flow.

EDUCATION

Master's in computer application from Magadh University Bodh Gaya, in year 2014.

Bachelor's in computer application from Magadh University Bodh Gaya, in year 2010.

PROJECT SUMMARY

Associate Staff Engineer -Technology

Nagarro Ltd. (Oct-2016 – Present)

Project Name	Access Management
Client	ASSA ABLOY
Project Overview	PKI based access management system, involves electro-mechanical elements for providing high level access solution.
Technologies	AWS, Linux, Apache Tomcat, JAVA, SQL, SoapUI, etc.
Responsibilities	- Responsible for application migrations to & from AWS SaaS. - Planning and execution of periodic application upgrades and other operational activities (OS patching, configuration changes) - Ensure end-to-end support on the application related issues. - Responsible to maintain high availability for SaaS applications. - Incident management, change management, bug reporting. - Testing for new releases and get approval for production deployment. - Team management

Associate Engineer

Mobile2Win India Pvt. Ltd (Part of Altruist Technologies Group) (Feb-2015 – Sep-2016)

Project Name	IVR VAS (Music on Demand Service) (May-2016 – Sep-2016)
Client	Hungama.com, Aircel
Project Overview	Project aims to provide IVR based value added services like Music on Demand service to their subscribers.
Technologies	Windows Server, CTADE, SQL, SVN, etc.
Responsibilities	- Update IVR source code as per business need. - Tracking for IVR issues and service log analysis. - Preparing daily revenue & traffic report. - Monitoring system health and performance - Highlighting and blocking MSISDNs.

Project Name	Telecom Revenue Assurance (Feb-2015 – April-2016)
Client	Airtel, Globacom
Project Overview	Project aims to prevent revenue leakage and provide ideas to enhance billing system for telecommunication Company.
Technologies	Linux, Cmetrica, DB2, SQL, SVN, etc.
Responsibilities	- Monitoring file system, ETL & CDR processing. - Interacting with client for implementation issues and requirements. - Implementation of data parsing adapter patch release. - Configuring data parsing adapters, scheduling triggers and cronjob - KPI validation and operations activities.

AREA OF EXPERTISE

Cloud Computing
AWS **(**EC2, S3, RDS, VPC, CloudWatch, IAM), Microsoft Azure (Fundamentals).

Application & Web Servers
Apache Tomcat

Network and Communication
SSH, FTP, SMTP/Email, Load Balancer, VPN.

Programming Languages
Core Java, C++

Operating System & Database
Window System, Linux: RedHat, MS SQL Server, RDS (Relational Database Service)

Enterprise Tools
GitHub, JIRA, ETL, SoapUI, Confluence, PagerDuty, Zabbix, SolarWinds.

CERTIFICATIONS

Microsoft Certified- **Azure Fundamentals AZ-900**, Completed in Jan-2021

Axelos Certified- **ITIL Foundation Level,** Completed in Oct-2017