Manoj Parshad Bhatt

BT Support Engineer
Contact No.:
8750599118
Email-id: manojpsd978@gmail.com

Aspiring software engineering professional interested in Database Administrator or MySQL/Linux Administrator related jobs. Looking for an opportunity in a growing IT organization – where I can utilize my skills and knowledge efficiently for organizational growth. Passionate about developing applications
leveraging technology which make people's lives easier

Ericsson India Global Services Pvt Ltd (June'2019 to Till Date)

Designation:
Engineer Project :-
BT & USCC
Roles and Responsibilities:- British Telecom (BT):

- Have experience on Citrix tool for monitor the application services
- Have experience on Kibana tool for log analysis.
- Worked on ticketing tool(BMC Remedy) to answer the customer queries
- Analyzing transporter,intergration and application log of product.
- Exposure to client interaction and 24*7 support.
- Managing Inventory
- Client handling over call and skype
- Email responded as per SLA
- Troubleshooting of customer queries and provided the resolution with proper RCA.
- Monitoring of Inventory mismatch and do correction manually by database queries.
- Create PPT for check the monthly report.

Roles and Responsibilities:- U.S. Cellular (USCC):

- Working on AMC tool
- Have experience on USCC Mail box and connecting procedure.
- Have experience in Bounce and Different Machines in environments.
- Have experience in diff type of Environments in USCC.
- Have experience in Sanity issue, Hot-fixes, One Click deployment Method.
- Working on HF deployment Method for DBA and Code Type HF.
- Working on cisco VPN.
- Client handling over call and skype
- Email responded as per SLA
- Troubleshooting of customer queries and provided the resolution with proper RCA.
- Monitoring of Inventory mismatch and do correction manually by database queries.
- Create weekly report Preparation (Advance excel)

One97 Communication Pvt Ltd. & Paytm (Feb'17 to June 2019)

Designation: Tech
Ops Engineer
Roles and Responsibilities:

- Assuring the preventive maintenance - including system

- health check and system performance check,
- Work on the MYSQL server to run the queries and extract the data and share it with client on daily basis,
- Configure the celebrity event in MYSQL on daily basis,
- Managing the trouble ticket queue, responding to proactive monitoring alerts, executing change controls, routine maintenance, performance monitoring, tuning, and system diagnostics using Ticket management tools OTRS.
- Maintaining systems, verify that peripherals are working properly and quickly arrange repair for hardware in occasion of hardware failure.
- Monitor system performance, create a backup and recovery policy, monitor network communication using in house tool EGL.
- Monitoring daily activity include - regular health check of disk-space, memory utilization, CPU utilization, applications, services etc.
- Analyzing Apache/system, application and platform logs and identifying potential issues with computer systems.
- Scheduling and automating corn jobs as per as per business requirement.
- Monitored the EGL tool for server alarms/alerts related issues.
- Answering technical queries and assisting users.
- Assuring B2B SmS delivery, Troubleshooting and verification of router and Kannel logs.
- Assuring call connection to MSC, and call delivery governed by SS7 protocol suit.
- Installation and up gradation of OS, Kernel and additional Packages using RPM and YUM

Associate: E-Commerce | Paytmmall- Oct'14 to Feb'17

Handle the day-to-day volumes of the assigned tasks and ensure the given SLAs are met as per quality standards.

*Catalog Processing includes analyzing merchant's data excel sheets in order to upload relevant information to Paytm system.

*Mapping of categories in merchant data with the right product name and other product attributes.
*Analysis of the process and proactively working towards the improvement of Paytm's Catalog and other interrelated processes.
*Maintaining records of day-to-day work by updating records to reflect work done.

*If there is a possible default on SLAs or quality, flag the escalation in time to the manager or lead.
*Interacting and coordinating with vendors/buyers to accurately reflect the Paytm catalog for the price, product details, and other product related information.

Additional Roles and Responsibilities	**Form a Dry Run Team (Pilot Run) to dissolve QC-**
	Team for TAT and cost deduction.
	Done Audit of Review Team, Processing Team and Uploading Team for better catalog quality and TAT.
	Done sanity to improve refiner's values on site.
	Done Merchant On boarding (client side- Chandigarh/Kolkata/Mumbai)
	Done Catalog Enhancement and create Brand Store Catalog, RPD of a Catalog.

TECHNICAL KNOWLEDGE

- Users And Group Management; File system management; SSH; SCP; Crontab;
- Users And Group Management; File system management; SSH; SCP; Crontab;
- ACL; LVM; NFS;RPM management; Service Management
- YUM configuration & installation; Putty Configuration, etc
- Basic knowledge and working on MySQL database,

Skill set & Tool Knowledge

- Salesforce End User Trainer
- CPT END User Trainer

Achievements:

- Star Performer of the quarter (March-May 2016)
- Rock Star of the month (Year 2015)

TECHNICAL SKILLS

- ❖ Operating System : Conterra and Triton servers, CentOS (Linux)
- ❖ OSI layers, TCP/IP protocol stack, SS7 Protocol module, USSD, ESME
- ❖ Devops Tools(Ansible, Puppet, GIT, Docker/Container, HA Proxy, Jenkins, AWS, Nagios)
- ❖ Application Deployment tool
- ❖ Application Software : MS Office (Excel, Word) (Advanced Level)

TRAINING EXPERIENCE

- ❖ Devops Foundation and Devops
- ❖ 6 Weeks training of Basic Electronics Components Testing & PCB Designing at NIERT, P.T.A.
- ❖ Done 2 months training of PLC & Scada System at (SLDC), PSTCL Ablowal.
- ❖ 365 days Course of Basic Knowledge of Computer Applications.
- ❖ Done 6 Months Industrial Training of Manufacturing & Maintenance of UPS, Inverter & Bateery Charger at Pyramid Electronics Sector – 5, Plot No.- 36- 37, Parwanoo, H.P.

EDUCATIONAL BACKGROUND

Examination	School/College	Board/University	Passing Year	Brief Overview
B.Tech (E.C.E)	Jasdev Singh Sandhu Institute Of Engineering & Technology,Kauli, P.T.A	PTU, Jalandhar	June'13	69.50%
Polytechnic	Longowal Polytechnic & Pharmacy College,Dera Bassi,Mohali	P.S.B.T.E. & IT, (Chandigarh)	June'10	63.30%
High School	S.D.S.E. Sr. Sec. School (Patiala).	Punjab School Education Board, Mohali (Punjab)	June'07	60.0%

PERSONAL DETAILS

Gender   **:** Male

Date of Birth   **:** 11th June 1992
Father's name   **:** Shanti Prashad Bhatt
Mother's Name   **:** Sumitra Devi
Marital Status   **:** Married
Language Known   **:** Hindi, English, Punjabi
Local Address   **:** New Ashok Nagar, New Delhi

DECLARATION

I hereby state that the above furnished details are correct up to my knowledge.

Place: NOIDA   **Manoj Prasad Bhatt**