



NITIN BHARGAVA

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Career Objective:

To implement my knowledge and skills in the field of IT, telecom and various other verticals with a growth oriented and reputed organization to accomplish both personal and professional goals.

Summary:

I hold an experience of working as a support engineer in airlines domain and of working as a support and fault management surveillance Intelligent Network (BSCS CBIO) Operations support engineer in telecom domain and is currently supporting the BSCS CBIO process for one of the US based clients and possess knowledge of Amazon public cloud services, Linux and Devops tools.

Educational Background:

S.NO.	Degree	Board/ University	School/College	Year	Score
1	B.E.	RGPV, Bhopal	Gyan Ganga Institute of Technology & Sciences, Jabalpur	2010	71.84%
2	12 th	CBSE	St Aloysius Senior Secondary School, Jabalpur	2006	62.6%
3	10 th	CBSE	St Aloysius Senior Secondary School, Jabalpur	2004	84%

Technical Expertise:

Platforms	Monitoring the traffic of the telecom nodes based on Solaris and Linux variant servers platform and performing their health-checks using basic Unix script checks (Unix, Linux, basic shell bash scripting) mentioned in ZLD (zero level description documents), worked on the airlines and the telecom applications hosted on the Citrix platform, Windows XP, 2007, 2010, Linux (RHEL 7.0, Ubuntu, Fedora, Amazon Linux)
Languages	C, C++, SQL basics, Core-Java, Servlets and JSP's (theoretical knowledge), ITIL practices, Unix, UML., Linux, HTML, Redhat Linux, AWS cloud, Devops
Tools	Jira (The bug tracking tool), Navitaire (second level customer oriented escalating tool)

	<p>to raise the incidents for escalating the issues which belongs to the second level which are beyond the scope of a L1 engineer), worked on the airlines & CBIO(Charging and Billing in One and Billing and Support Control system) telecom applications hosted on Citrix platform via RSA token and VPN tunnel, Eclipse, Blue Print Foundry(Designing tool based on UML), NetBeans, IBM Tivoli Netcool and Tiger tool for monitoring the telecom nodes alarms, Putty, SQL plus, P1(Paradigm MNP GUI for finding the failed MNP messages and stuck port status during the MNP and non-MNP hours, Monitoring the JBoss server for monitoring the status of Rating, Billing, CX1, CX2, and MX processes as per the respective ZLD's, SOAP UI, BMC Remedy, Toad, ITAM(for monitoring and raising the incidents, change requests and for raising problem requests, fetching the reports based on ITIL practices), Smart tool, Xshell(for logging into the telecom nodes), SQL Server 2005, Powershell, Active Directory(basics), Snow and SIAM(ITIL based tools), , Snow tool(ITIL based tool) , BMC Remedy. Xshell (for logging into the telecom nodes), SQL Server 2005, Powershell, Active Directory(basics), Snow and SIAM (ITIL based tools), VMware virtual workstation, RHEL7, Ubuntu, Linux and Solaris based telecom node servers, VMware workstation and AWS cloud services, WebLogic server, Enterprise manager,Puppet Jenkins(BASICS),jdeveloper,Docker,DockerHub,Ansible,Git,Vagrant,Chef,GitBash,GitHub,WinScP,Team Viewer,Nagios,GitBash,Putty,Puttygen,AWS cloud services,SNOW,ServiceNow,Moogsoft,BPM(Business Process Monitoring) and BSM(Business Service Monitor),Director,NIMSOFT,</p>
Verticals Knowledge	<p>Airlines, Telecom domain (which includes GSM &CDMA, BSCS (Business Support and Control systems, Rating and Billing, CX (customer center), MX (Monitoring Center), and Charging and Billing in One, Ericsson charging system 5.2 and the telecom nodes), Aws cloud services, OSS/BSS.,Agile development model.</p>

Training exposure:

Organization : Zensar Center of Excellence certified associate

Tenure : 6 months

Description : In this training we had a very good exposure of the industrial environment. In brief our project entitled 'XYZ Health Insurance Management System' was a Web based application in which the front end was designed using C# and Asp.Net and the back-end was developed in the Microsoft SQL Server 2005(database).

Organization : Gyan Ganga Institute of Technology and Sciences.

Tenure : 6 months

Description : We prepared a plug-in in Java called Network instant Communicator in which all the facilities present in the messenger like group chat, broadcast messages, facility to uploads files, sending and receiving emails were developed using the socket programming. Front end was developed using HTML and the application was built in Java.

Professional Experience:

Organization : HCL Technologies.

Tenure : 3 years

Description : Currently working for one of the US based BSCS CBIO client. The daily activities performed by me is listed below:

1. Server's configuration on Linux and accessing the command line.
2. Managing users and groups as well as the effective management of file permission.
3. Scheduling automate system maintenance tasks using cron and at services.
4. Configuring and monitoring system logging, including remote logging which includes SSH-Configure key-based authentication.
5. Managing processes and scheduling priorities.
6. Configuring a system to provide networking services which includes Samba, NFS and web server.
7. Knowledge to use simple RPM's and YUM.
8. Setting kernel runtime parameters and kernel package update.
9. Managing Files from the command line in Red hat Enterprise Linux
10. Knowledge of installing & configuring physical/virtual servers including RHEL 7, managing volume manager like LVM.
11. Developed excellence in managing the Installation, configuration, deployment, administration, management and troubleshooting complex technical issues of Linux servers
12. Monitoring of disk space, system and application errors, memory and swap space utilization, disk performance, CPU and processes
13. Facilitating file system administration, creating/configuring file systems, troubleshooting and repairing file systems
14. Functioning as Linux Logical Volume Manager – Management of Volume Group, Physical Volumes, Logical Volumes ,exporting of volumes groups
15. Executing package management using yum and RPM
16. Implement the shell scripting to automate work and reduce the resolution time.
17. Building new physical and virtual servers using Kickstart as part of the project activities
18. Decommissioning Physical and Virtual servers
19. Managing services like sendmail, NFS, knowledge of telnet, NTP, DHCP, SSH, etc.
20. Supervising and maintaining network stability by configuring Ethernet bonding and troubleshooting network issues
21. Handling Sev-1 and escalations within the SLA
22. Preparing RCA for the Unplanned outages

Cloud and Devops expereince

Working and having exposure of Amazon public cloud services like Amazon EC2 Amazon RDS, Amazon EBS, Amazon CloudFront, Amazon CloudTrail and Amazon CloudWatch, Amazon VPC, Amazon ElastiCache, Amazon Glacier, Amazon IAM, Amazon Route 53, Amazon Simple Storage Service (S3), Amazon AutoScaling and Amazon Elastic Load Balancing, public, private and hybrid cloud concepts, Amazon SES, SNS, SWF, SQS, Work Docs, Work Mail, Work Spaces, EFS, knowledge of Amazon Elastic Beanstalk, Amazon Redshift, Storage Gateway, Direct Connect, CodePipeline, CodeCommit, Ephemeral storage, knowledge of ECS, EKS, ELK and Elastic Transcoder. Active Directory and working on server migrations and database migrations from on-premise to cloud, CodeCommit, knowledge of container orchestration like Docker Swarm, Kubernetes, ECS, EKS, CloudFormation and Terraform. Few of the daily tasks performed by me is listed below:

1. Working on Cloud Computing Technology on AWS (Amazon Web Services).
2. Working on AWS services Like VPC, EC2, S3, Glacier, EBS, EFS, Cloud Watch, IAM, SNS, SES, Route 53, ELB, RDS, Elastic beanstalk, Code Pipeline, CloudFront.
- 3 Working on High availability solutions in AWS Cloud Infrastructure using Route 53, ELB service
- 4) Server related task like managed EC2 instances, creating AMI, snapshots, changing instance type, Key Pairs, creating new instance from AMI.
- 5) Storage related task like disk addition, increase & decrease of existing disk using EBS, have worked on S3 bucket to store data.
- 6) Network related task like setup of VPC, subnet, route table, Security Groups, Elastic IP.
- 7) Monitoring related task like creating alarms in cloud watch with the help of AWS GUI and AWS CLI tools.
- 8) Database related task like changing instance type of RDS, monitoring and backup of RDS.

Working knowledge of Devops tools like Vagrant, GIT, copying files from local repository to GitHub cloud account and from GitHub account to local repository, Docker and Dockerhub, Ansible, Chef, Puppet, Jenkins (Jenkins-GitHub integration), working on these Devops tools via Docker container images and Gitbash terminal and infrastructure production monitoring tool Nagios and knowledge of other monitoring tools also like NewRelic

Knowledge of agile (scrum) development approach (tool : JIRA to track backlogs)

Possess experience of working in Jenkins, GIT, Github.

Automate environment by single click Deployment by using Github, Jenkins, Code Pipeline, Elastic beanstalk.

Organization : EGIL

Tenure : 2.5 years. (Engineer-Operations and First Level Assurance Nov 2012-June 2015)

Description : Worked with BSCS-CBIO (Billing Support and Control Systems Charging and Billing in One) project of the Australian Telecom operator Telstra Charging & Billing ONE BSCS solution. This was basically a postpaid billing and prepaid charging system a CBIO project. The daily activities performed by me in my project is listed below:

1. Working Experience on Oracle Database Management System (SQL) and on tools like Toad and SQL Plus to retrieve data from Oracle database for the generation of business reports like Health check Dashboard, Hourly stuck report and Activation

- reports(depicts the no activations an deactivations of each MNVO and MVNE during the MNP hours) using the basic SQL scripts.
2. Working Experience of troubleshooting Billing Support and Control Systems oriented issues like voicemail PIN resets,assigning the voicemail feature if not already present in the MSN contract code , activating, suspending and deactivating subscriber contracts, Messaging issues(SMS and MMS associated, Unable to send SMS , Unable to receive SMS, mms , from other carriers, unable to send videos messages, issues with MMS, cannot receive any MMS messages, not able to view MMS pictures), invalid MSN's investigations , manual churns..
 3. Experience of monitoring applications like Ericsson LHS Rating, Billing, CX1, CX2 , MX(monitoring center) and Oracle Database for Telstra(Australian Operator) WME based on Linux and Solaris platform via basic Unix/ Linux script checks and shell scripts
 4. Troubleshooting and Maintenance of BSCS servers/process based upon Solaris Platform.
 5. Monitoring the traffic status of the telecom nodes like (AIR, SDP, CCN, EMA, EMM, Rating and Billing, File and Event Mediation, Online Mediation and Provisioning Gateway) and other BSCS, charging and messaging network nodes based upon Solaris or Linux Platform
 6. Monitoring the JBoss server to check the status of the MX, CX (which includes CX1 and CX2) and Rating and Billing processes as per the specifications mentioned in the ZLD's.
 7. Experience of working in tools like BMC Remedy for logging internal tickets(Critical, Major, Minor and NSA)based on the customer issues classification reported to us via mail and ITAM(a tool used for tracking the incidents and concerns logged by the customer and for logging the incidents for the issues to be escalated to varied other groups on whom the dependency or the involvement is there while resolving and troubleshooting the customer issue or the network related incident which adheres to the processes like Change Management(for creating or raising the change requests for notifying the relevant stakeholders of the scheduled change activity), Problem management(for creating problem tickets and dockets and aligning all the associated INC to the same problem docket which has the same root cause) and Incident Management for raising INC's and escalating the issues(associated with the telecom domain) which includes (BSCS, network coverage, messaging, charging, billing, HLR , core and MPBN) to their corresponding groups based on their classification.
 8. Releasing the Pre, Post and Final notifications in case of the network outage, tool outage and in case if any change activity is scheduled and notifying all the associated and relevant stakeholders keeping them updated and posted with the updated status of the outage and change activity status.
 9. Providing resolution to the issues faced by the clients within the specified SLA's and classifying them based on their severities like Critical, Major, Minor and NSA and experience on flow of CDR from core and service network towards Business Management System and Network Management System and knowledge of Revenue Assurance Issues and Daily Customer Business Information Reports.
 10. Start and stop the Billing and Rating Application/Process and Hands on Experience of Mediation Related issues on EMM (Ericsson Multi Mediation) and understanding of collection, Processing and Distribution of CDR.
 11. Got the exposure of working on the live network environment of the telecom nodes based on Solaris and Linux server platform via the basic Unix and shell script checks and working experience of troubleshooting customer oriented issues and fetching daily

- customer business information reports(cleared, closed, open and deferred tickets, change requests report) via BMC Remedy and open, resolved, in progress incident dockets and change request reports via ITAM(Customer oriented reporting tool).
12. Performing the health check-ups of the Charging and Billing nodes based on Linux and Solaris based platform telecom node servers like- MINSAT, VS, ECMS, CRS, AIR, CCN, SDP, EMM, EMA, MIO(messaging which includes MIO-SMS, MMS, MOIP, SMPP) database, VXML-IVR, HLR, CUDB, CS-NMT, OLM, PG-SC, PG-PL and BSCS nodes(KNBSCS01, 02, Rating, Billing, CX1, CX2 and MX database, MPBN processes), HLR, MIO nodes, CUDB, ACMA(KNBSC05/KNBSC06), NGW(knngw01/knngw02) using the basic Unix script checks mentioned in the ZLD's.
 13. Monitoring the P1 GUI for the stuck out port status(both for port-in and port-out) of the no of failed messages for the port-in and port-out conditions during MNP and non-MNP hours and also prepared a messaging proof of concepts for MIO which covers issues like customer unable to send and receive SMS, resetting the voicemail pin reset, activating the voice mail feature and monitoring the JBOSS server for the status of the Rating, Billing, CX1, CX2 and MX processes and capturing the telecom nodes alarms in Tiger tool and Netcool and classifying them as Minor, Major or critical severities as per the specifications mentioned in the ZLD's of the Charging, Billing and BSCS nodes.
 14. Monitoring the tiger tool and Netcool for capturing the alerts, warnings and deviations encountered in the telecom network during MNP and non-MNP hours and classifying them as major, minor and critical and acknowledging them and creating tickets for them in BMC remedy and classifying their severities as per the specifications mentioned in the ZLD's. (zero level description documents)
 15. Opening the bridge and taking the relevant stakeholders of the telecom nodes on the bridge which are affected in case of critical incidents and regularly flashing out the min, pre, post and final notifications and the BCAP message to all the stakeholders till the critical incident is completely resolved.
 16. Restarting and stopping, shutting down of the SOI server process as part of the scheduled maintenance network activity during MNP hours to restart and shutdown the Rating, Billing, CX and MX process.

Organization : Zensar Technologies

Tenure : 1.5 years (July 2010-Feb 2012)

Description : I hold an experience of providing technical support for the mini airlines of Australia "JetStar Airways" via Citrix platform for the project named "Newsies Reservation System Support and Testing" in which we performed regression manual testing of their website, prepared and executed the manual test cases based on the different business scenarios of airlines rules and conventions and tracked the bugs encountered in their airlines applications Skyspeed, Skyport and various other applications hosted on the Citrix platform via the bug tracking tool JIRA and also fetched the business (airlines)reports via the automated tools supplemented provided support to the issues faced by the client worked on the excel reports airlines data associated with the client of JetStar Airways, escalated the second level issues as per the classification to the concerned groups via Navitaire (raised the incidents to the concerned teams for escalating and troubleshooting the concerns which were beyond our scope) coordinating and taking update with them till the complete resolution of the issues(which includes unlocking the

user accounts and assigning the different roles to the users, password resets and worked on the manual test cases of the different business scenarios of the Jetstar Airlines reservation system and also prepared the POC named Purchase Order Processing application based on Oracle SOA suite 11g essential concepts

Hobbies:

Surfing modern technologies, reading tech journals, finance and economic magazines

Extra Curricular Activities**Academic**

1. Participated in the techfest held in GRKIST JABALPUR.
2. Received certificate of Merit by Royal Australian Chemistry Quiz.
3. Received certificate from ZENSAR Technologies in the training of XYZ Health Insurance management system
4. Certificate in Java Programming from Seed Infotech Ltd Pune and certification on Oracle SOA suite 11g essential concepts from Koenig solutions an authorized training partner of Oracle for completing the project based training on Oracle SOA suite 11g essential concepts and RHCSA certified from Redhat and Devops training from Collabera technologies.
5. Zensar Center of Excellence Certified student.
6. GSM Technology and BSC Operations.

Cultural: Participated in group song competition etc.

Strengths:

1. Interpersonal skills.
2. Profound Communication skills.
3. Leadership skills.

Personal Profile:

Date of Birth	: 11/08/1988
Father's name	: Mr. Om Prakash Bhargava
Gender	: Male
Marital Status	: Single
Languages Known	: English and Hindi
Nationality	: Indian

I hereby declare that the above information is true to best of my knowledge.

Date: 5/20/2018

Nitin Bhargava