Rahul Abasaheb Gaikwad

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| **Objective** |

I am seeking a competitive and challenging environment where I can serve your organization and establish an enjoyable career for myself.

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| **Summary of Professional Experience** |

10+ Years of experience in Information Technology with end-to-end Application/Production Support and Testing expertise currently working in Tech Mahindra Limited AND 3.4 years of experience in Internet Marketing & Search Engine Optimization field.

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| **Professional Experience Details** |

**Company Name**: TechMahindra, Pune [13 Aug 2014 – Present]

**Project name**: AT&T

**Designation**: Sr. Software Engineer

**Job Responsibilities:**

* Receive and handle the production tickets raised against issues faced by AT&T customers while using AT&T online sales and support channels.
* Analyze the tickets by reproducing the issue. Analyzing the defects with help of development tools and resolve or dispatch the ticket to the appropriate development team with additional information and bring the ticket to closure.
* Interact with various development/support teams in order to get resolution of the ticket and discuss the Business logics behind a scenario.
* Production validation testing on during sustainment releases and hot fixes to identify and log the defects.
* Interaction with developers and other teams for requirements, design and defect reporting and tracking.
* Understand, document, analyze, follow-ups, routing and resolution of the problems faced by the AT&T end users.
* Analyzing the session of online customers using analytical tools like Tealeaf and see the magnitude of business impacted and suggest a solution.
* Scheduling the reports in Business Objects tool and track them on the daily basis and observe any spike/error trends over the week and investigate further on the spiked error before I send it over the email to clients and other business owners.
* Ensuring Root Cause Analysis is done for the issues identified by coordinating with the Development team to enable finding a fix and ensuring that fixes developed are deployed in Production.
* E2E defect life cycle management of production defect.
* SLA Management.
* Various report preparation for management and client.

**Company Name**: Marketsandmarkets, Pune [17 Sept 2012 – 31Jul 2014]

**Project name**: Marketsandmarkets.com

**Designation**: Senior SEO Executive

**Job Responsibilities:**

* Work with Research team to Drive SEO Activities.
* Keyword Analysis
* Uploading/ Updating Report Page
* Report Page Optimization
* Making Strategies for Off Page Optimization
* Making Strategies for Social Media Marketing
* Perform All off Page Activities
* Review of Traffic Reports Using Google Analytics

[17 Sept 2011 – 3 May 2011]

**Company Name**: Survik Software, Pune

**Designation**: SEO Executive

**Project name**: Cynergy telecom management, Smaqit.com

**Job Responsibilities**:

* Keyword Analysis
* Making Strategies for Off Page Optimization
* Making Strategies for Social Media Marketing
* Perform All off Page Activities
* Review of Traffic Reports Using Google Analytics
* Present Traffic Reports to client on weekly basis

**Company Name**: Social Web Factory, Pune [1 Sept 2010 – 1 Sept 2011]

**Designation**: Junior SEO Executive

**Project name**: Wogma.com, Bankroutingnumber.us, Wogma.com, Oraspa.in, Ifscodeonline.com

, Babyoye Face book applications, Deal Tadka Face book Applications

**Job Responsibilities:**

* Keyword Analysis
* Making Strategies for Off Page Optimization
* Making Strategies for Social Media Marketing
* Perform All off Page Activities
* Review of Traffic Reports Using Google Analytics
* Design HTML Pages for Client

**Technical Skill:**

* **Tools**: Tealeaf, TDP, HP-QC, Splunk, JIRA, AOTS, SharePoint, Microcell,
* **Languages**: HTML, CSS
* **Operating Systems**: Windows 95/98/NT/2000/XP, MSDOS.
* **Technology :** Production Problem Management and Monitoring, Application support, Root cause analysis
* **Domain**: Telecom

**Certifications:**

* Microsoft Azure Fundamentals (AZ900)
* Microsoft Security, Compliance, and Identity Fundamentals (SC900)

SEO Skill Set:

**SEO Tools** –Google Ad words, Google Analytics, and Webmaster tool, Word Tracker etc.

**Social Networking** – Facebook, Twitter, LinkedIn, MySpace, Google Plus etc

**Search Engine Marketing** – PPC, Google Ad words etc

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| Educational Background |

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| Examination | Year | School/College | Board /University | Result |
| MCA | 2010 | PCCOE, Akurdi | Pune | 58% |
| BSc(Microbiology) | 2006 | Dr.D.Y.Patil College Akurdi | Pune | 59% |
| H.S.C | 2003 | Shree Mhalsakant Jr.college Pune-35 | Maharashtra | 47% |
| S.S.C | 2001 | Shree Mhalsakant Jr.college Pune-35 | Maharashtra | 61% |

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| **Personal Details** |

Address : Sai Krupa Nivas Vittalwadi Akurdi Pune –35

Date of Birth : 09-07-1985

Marital Status : Married

Sex : Male

Languages Known : Marathi, English, and Hindi

I hereby declare that the above furnished details are true to the best of my knowledge and no attempt has been made to misrepresent facts.

Rahul A. Gaikwad