## Rahul Gaikwad (ID#355706)

## Professional Summary

Rahul has around 4 years of experience in the field of **Digital Marketing**. Previously, He was working as an **SEO Expert / Web Analyst**. He has responsible for helping clients to drive targeted traffic on their websites and acquire leads without paying any penny through search engines. He has very good knowledge **of ecommerce and digital marking** domain.

Currently he is working in **SQEM Problem management** project as **Sr. Software Engineer** where he is managing a team and mainly responsible for resolving the end user issues while they perform any activity on ATT.com portal. Here he is using tools such as **Share point, JIRA, QC, SPLUNK, Tealeaf** tools to resolve any functionality/ data/ content issue. He has good knowledge of **telecom** domain.

## Education

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| **Degree** | **University** | **Year of Passing** |
| MCA. (Computer Science) | Pune University, Pune | (08/2010) |
| B. Sc. (Microbiology) | Pune University, Pune | (12/2006) |

## Certifications

* Completed Splunk Certification

## Experience

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| **Organization** | **Designation** | **Duration** |
| Tech Mahindra | Sr. Software Engineer | (08/2014) – till date |
| Market and Market | SEO Specialist (Team Lead) | (09/2012) – (06/2014) |
| Survik Software | SEO (Team Lead) | (11/2011) – (05/2012) |
| Social Web Factory | SEO | (11/2010)- (05/2011) |

## Technical Skills

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| --- | --- |
| Operating Systems | Windows XP, Windows 7 and Linux Ubuntu |
| Languages | C, C++, Java, SQL and PL/SQL |
| Databases | Oracle 9i/10g, MySQL |
| GUI | HTML5, CSS3, PHP |
| Web Related | PHP |
| Tools & Utilities | JIRA, HPQC, Tealeaf, AOTS, Sharepoint |
| Domain Knowledge | Digital Marketing, Telecom and Ecommerce |

## Trainings

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| **Sl#** | **Title** | **Location** | **Organized by** | **Duration** |
| 1 | Splunk Certification | Pune | Splunk, Inc | 1 Month |

## Projects Profile

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| --- | --- | --- | --- |
|  | **Project Name : KS\_FP\_SQEM Problem Management** | | |
| **Client** | **AT&T** | | |
| **Role** | Sr. Software Engineer (Team Lead) | | |
| **Organization** | Tech Mahindra, India | | |
| **Duration** | (03/2016) – till date | | |
| **Team Size: 8** | **Project: SQEM Problem Management** | | **Module : Full Web (Desktop)** |
| **Environment**  **(with skill versions)** | Software | **Language : Java**  **Database : DB2**  **Tools:** Tealeaf, JIRA, HPQC, Mobile Labs, AOTS, Share point  **O/s :** Windows XP, Windows 7 | |

Project Description

Our main goal is to enhance customer’s online experience on AT&T web application and monitor the errors using the analytical tools, triage production bugs and support during the releases like Production Validation Testing. We perform Root cause Analysis on the reported bugs and move the defect ahead towards resolution.

##### Contribution

As a team member, I am responsible for

* Managing the team of 7 team members
* Offshore POC for Full web module
* Provide crisp update to Business Client as well as higher management
* Representing as POC of Full Web Module on different client calls
* Preparing and sharing different weekly and monthly report with Client and management.
* Triaging Jira Tickets, HPQC, Sharepoint and AOTS defects and provide analysis to the Dev team.
* Monitor the errors in AT&T’s application using tools like Business Objects, Tealeaf, Web Trends and analyze the trending of errors and investigate further into the issue until we get the root cause of the problem and try to get to the right team and follow up till the issue got resolved.
* To pull out the logs from the Data Base and investigate through the error.
* Testing – I am also responsible in doing pro-active Production Testing of the website to avoid potential bugs.
* Handling 911 and high defects and arranging the Hotfix, Redhat releases to track down fix for the issue.

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|  | **Project Name : AT&T GR Shell India** | | |
| **Client** | **AT&T** | | |
| **Role** | Sr. Software Engineer | | |
| **Organization** | Tech Mahindra, India | | |
| **Duration** | (12/2014) – (03/2016) | | |
| **Team Size: 10** | **Project:** Shell LCM Decommissioning | | **Module : NA** |
| **Environment**  **(with skill versions)** | Software | **Network Domain**  **Tools:** JPS, AOTS, Share point, NCR  **O/s :** Windows XP, Windows 7 | |

Project Description

Our main goal is to decommission the devices or networks which are no longer use. We are doing this by engaging third party company such as NCR. Before raise the request to decommission we are going to check whether the device (router or switch) are deleted from network. Also to decommission the LAN we check whether it is inactive or not.

##### Contribution

As a team member, I am responsible for

* Identifying and finalizing the deleted devices and networks
* Raising the request for NCR
* Raising the request to decommission the network
* Engaging the third party for performing the decommissioning activity
* Schedule the decommissioning activity
* Raising the site as well as device pick up approval
* Handling as much as decommissioning orders

##### Personal Details

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| --- | --- | --- |
| **Name** | Rahul Abasaheb Gaikwad | |
| **ID No. (India & US)** | 355706 | |
| **Email Id**  **(i.e., Satyam’s email id)** | RG00355706@techmahindra.com | |
| **Passport No.** | K9929249 | **Valid Upto: 03/04/2023**  **(mm/dd/yyyy)** |
| **Type of Visa holding (if any)** | NA | **Valid Upto :**  **(mm/dd/yyyy)** |
| **Location** | Tech Mahindra Limited  Hinjewadi Phase III, Pune – Maharashtra, India.  411 057 | |
| Contact Numbers | **Home:**+407-435-5077 | |
|  | **Work:** +407-435-5077 | |