# TO WHOMSOEVER IT MAY CONCERN

**Mr. Rahul Gaikwad** has 9+ years of total IT experience including 5+ years in Problem management and 3+ years of experience working with Digital Marketing. During this time he has experience working on onshore / offshore model and on site development and client training.

**Mr.Rahul Gaikwad** has extensive experience in 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.

**Mr.Rahul Gaikwad** has been identified to execute the responsibilities by virtue of his / her specialty occupation and expose to below mentioned areas:

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| --- | --- |
| Reporting tools | Tableau |
| Analytical & Visualization tools | Splunk, Microsoft Excel, Tealeaf Dashboards, Splunk Dashboards, SI (Service Intelligence) Web. |
| Ticketing platforms | HP Service Manager, JIRA, SharePoint, TDP, Clarify and AOTS |
| Programming Language | C, C++, Java, SQL, VB Script, HTML |
| Database | MS-Access, Oracle |
| Domain Expertise | Telecom, Insurance, E-Commerce, Quality Analysis & Assurance and Problem Management |
| Operating Systems (OS) | UNIX/Linux, Windows 10, Windows8, Windows 7, Windows XP, Windows 2000,DOS |
| Cloud technology | Amazon web services |
| Automation tools | Selenium Web driver, RPA tools UiPath, Automation Anywhere |
| Monitoring Tools | Splunk, IBM Tealeaf, JIRA |

**Background of the Onsite operations**

This project is Service quality engineering management- Problem management for AT&T Consumer Wireless Sales and Services, Consumer entertainment Sales, Consumer services & Order Capture Engine module. The main goal of this project 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 actively to address the technical and production deployment issues. It takes care of performing Problem management task to ensure completeness of information provided to developer for fixing it and by moving the defect towards resolution. It also ensures quality to end users & implement quality assurance plans for process & end users web experience improvement.

**Mr Rahul Gaikwad** will play a **Programmer Analysts** role at onsite and ensure solution delivery aligned to project methodology. His key roles and responsibilities include:

* 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.

# Breakup of duties at Onsite

**Mr Rahul Gaikwad** time is split amongst the above responsibilities in the following manner:

|  |  |
| --- | --- |
| Percentage of time | Detailed description of the onsite Tasks performed |
| 50%  Production problem management & Quality Assurance | * 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. Find the root cause 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 triggering point of issue and discuss the Business logics behind a scenario. * Fetching the data from Database and Splunk tool to monitoring the daily trends and detect issues. * Analysis of the specifications provided by the clients and participating in weekly team and release meetings * Production validation testing on www.att.com/consumer application to identify and log the defects. * Analyzing the session of online customers using analytical tools like Tealeaf and see the magnitude of business impacted and suggests a solution. * Identifying the root cause or trigger points of the issues and providing a Process improvement. * Gathering & Analyzing the defect trend data & defect triggering points. * Oversee non-conformance root cause analysis process and evaluate non-conformance trends to identify areas of improvement. * Develop and implement the project specific Quality Assurance Plan to ensure compliance by all personnel * Manage quality assurance documentation and monitor performance standards. * Conduct quality assurance orientations and quality assurance trainings for team members. * Develop understanding of project specifications, releases & best practices followed on project. * Prepare documents for Technical design processes and post implementation documents * Prepare Technical and Business processes documents for Bug-Fix, Maintenance, Stabilization and development work. * Fetching the data from Database and Splunk tool to monitoring the daily trends and detect issues. * Analysis of the specifications provided by the clients and participating in weekly team and release meetings |
| 15%  Onsite – Offshore Coordination  (Status Review and meetings with the offshore Team and other vendors for Quality analysis & Quality Assurance and Plans) | * Coordinate with onsite and offshore team during pre-production, post production and deployment for quality assurance. * Coordinate with client and vendors in case of production issues and for quality analysis for production release. * Interacting with Development & other downstream teams regarding defects raised in application & for Its ETA to Fix. * Follow- up with downstream team for early resolution of defects. * Driving chat rooms & bridges for early resolution of business critical & high defects * Coordination with team/ stack holders to implement quality assurance plans. |
| 20%  Client Interaction for requirement Gathering & Quality Assurance | * Attending client meetings to discuss about Application availability & quality assurance plan. * Attending client & Downstream team meetings to discuss about severity 1 defect status. * Attending client meeting for Status reporting, highlighting issues, risks & release updates. * Joining defects bridges for driving issue to get it resolved ASAP. * Attending client call to for collecting requirement details & process improvement plan discussion * Escalating promptly any issues that may impact operations with the help of pre-alert tools * Attending daily calls to update daily health of all LOB |
| 15%  Weekly & daily Matrices and Project Management | * To prepare quality Assurance plans & quality analysis reports after every major release. * To prepare Monthly dashboard to observe month wise status of all counterparts. * Preparation of Defects statistic report daily to showcase work done daily by team. * To prepare 7day trend of tickets & SLA miss trend per application. * Responsible for sending daily SLA compliance mail. * Preparation of Daily Error Reports, building Tealeaf events, reports, dashboards * Managing client expectations by ensuring the delivery of the highest quality service * Acting on client feedback |

