# TO WHOMSOEVER IT MAY CONCERN

**Mr. Rahul Gaikwad** has 7 + years of total IT experience including 4+ years in Java/J2EE technologies and 3+ years of experience working with Salesforce.com. 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 CRM, Client and Server side programming plus n-tier development using JSP/Servlets, RMI, EJBs and frame works like Struts and Hibernate. He has experience working with Web Services, SOA (Service Oriented Architecture) and Integration of applications using APIs and Web Services.

**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 |
| Web & application server | Apache Tomcat 5.x, 6.0 WebLogic Server11gR1(10.3.5) |
| 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:

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| --- |
| **Monday – 9am to 12.00 PM noon**   * **Onsite – Offshore Coordination :**   + Scrum call with offshore & onsite team for new production defect discussion & resolution   + Call with onsite & offshore leads for process improvement plan.   + 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 * **Problem Management & Defect Triaging :**   + Receive and handle the production tickets raised against issues faced by AT&T customers while using AT&T online sales and support channels.   + 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, Splunk and see the magnitude of business impacted and suggests a solution.   + Interact with various development/support teams in order to get triggering point of issue and discuss the Business logics behind a scenario.   + Analysis of the application errors spikes, sharing with stake holders and ensuring resolution   + Execute, Control and Monitor project; assign or re-assign tasks to reporting staff; monitor the work progress.   + Ensure timely delivery; conduct status meetings; update project progress to Program Manager and client stakeholders. Discuss project defects with staff and client team members. Work on process improvement projects and implements changes for cost effectiveness solutions.   + Responsible for Project coordination activities entailing Planning, as well as application maintenance & enhancement, project progress monitoring, regular reporting to various stakeholders.   + Scheduling training sessions with product owner and dev team on the new user stories for upcoming releases.   + Document the project(s) progress and update project stakeholders with latest information on a periodic basis. Analysis of customer experience(s) based on Opinion Lab sessions.   **12noon to 1pm – Lunch break**  **1:00 pm to 3:00 pm**  **Sessions Monitor :**   * Take Customer complaints and sessions from Opinion Lab portal. * Analyze those session using Tealeaf, Splunk and Dynatrace tools. * Try to replicate those issue and also will try to quantify the issue. * Raise TDP to respective development team on the basis of investigation. * Create tealeaf events based on customer requirement   **3:30pm to 6pm**   * **Client Interaction**    + 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 * **Weekly & daily Matrices**   + To prepare quality assurance plans & quality analysis reports.   + To prepare daily dashboard to observe defect status & track it.   + Preparation of Defects statistic report daily to showcase work done daily by team.   + To prepare 7day trend of tickets & SLA miss trend per application.   + Preparation of Daily Error Reports, building Tealeaf events, reports, dashboards   Note: Critical Defects triaging & Escalation management is taken care at any time of the day. |
| **Tuesday – 9am to 12.00 PM noon**   * **Onsite – Offshore Coordination:**   + Scrum call with offshore & onsite team for new production defect discussion & resolution   + Call with onsite & offshore leads for process improvement plan.   + 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 * **Problem Management & Defect Triaging :**   + Receive and handle the production tickets raised against issues faced by AT&T customers while using AT&T online sales and support channels.   + 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, Splunk and see the magnitude of business impacted and suggests a solution.   + Interact with various development/support teams in order to get triggering point of issue and discuss the Business logics behind a scenario.   + Analysis of the application errors spikes, sharing with stake holders and ensuring resolution   + Execute, Control and Monitor project; assign or re-assign tasks to reporting staff; monitor the work progress.   + Ensure timely delivery; conduct status meetings; update project progress to Program Manager and client stakeholders. Discuss project defects with staff and client team members. Work on process improvement projects and implements changes for cost effectiveness solutions.   + Responsible for Project coordination activities entailing Planning, as well as application maintenance & enhancement, project progress monitoring, regular reporting to various stakeholders.   + Scheduling training sessions with product owner and dev team on the new user stories for upcoming releases.   + Document the project(s) progress and update project stakeholders with latest information on a periodic basis. Analysis of customer experience(s) based on Opinion Lab sessions.   **12noon to 1pm – Lunch break**  **1:00 pm to 3:00 pm**  **Sessions Monitor :**   * Take Customer complaints and sessions from Opinion Lab portal. * Analyze those session using Tealeaf, Splunk and Dynatrace tools. * Try to replicate those issue and also will try to quantify the issue. * Raise TDP to respective development team on the basis of investigation. * Create tealeaf events based on customer requirement   **3:30pm to 6pm**   * **Client Interaction**    + 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 * **Weekly & daily Matrices**   + To prepare quality assurance plans & quality analysis reports.   + To prepare daily dashboard to observe defect status & track it.   + Preparation of Defects statistic report daily to showcase work done daily by team.   + To prepare 7day trend of tickets & SLA miss trend per application.   + Preparation of Daily Error Reports, building Tealeaf events, reports, dashboards   Note: Critical Defects triaging & Escalation management is taken care at any time of the day. |
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Thanks & Regards,

Onsite Reporting Manager Name: Kranti Shrirang Bhoite

Designation: Project Manger

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