RAJESH KUMAR BAKTHAVACHALAM

# Technical Specialist

[rajikumar91@gmail.com  PH-8489235523  Chennai, India 600100](mailto:rajikumar91@gmail.com)

# Summary

I am a Technical Specialist with 10 years of experience in the IT and Telecommunication industries. My expertise is centered around cloud administration, particularly with AWS services. I thrive in dynamic environments and am dedicated to delivering excellent support and solutions. Committed to continuous professional development and optimizing operational processes.

# Experience

## HCL Tech

## Major Incident Manager - Verizon 10/2023 - Till

Global technology company specializing in IT services and solutions.

* Interfacing with the other cross functional tower’s entities like design and planning, field maintenance, NOC - Front office, Back Office, Incident Management, Change Management Problem management etc.
* Review meeting with internal domain leads.
* Driving and initiating bridge for Major incidents and involving all relevant stakeholders and communicating.
* Assessing the priority and impact analysis with relevant stakeholders.
* Daily ticket reduction call with team members and lead to achieve SLA.
* Weekly report presentation to customer and Service delivery report preparation.
* Daily call with customers and discuss process improvement.
* Emergency change approval and getting approval from stakeholders.
* Incident trend analysis and publishing to domain team and Problem ticket creation.

Wipro Technologies Chennai

## Senior Analyst – OMV Cross Functional Service 05/2022 - 10/2023

Leading global information technology services company.

* Worked in Cross functional service and taken ownership for Incident, Change and problem.
* Driven Major Incidents and progressed towards resolution, with all stake holders by coordinating.
* Participated in CAB calls for approval and tracking the change till closure.
* Reviewing the change raised by technical team and checking for impact and timeline.
* Ensuring all the approvals from stake holders are approved and chasing to get the approvals.
* Rasing emergency change and approving it on Major Incident to restore the service.
* If change is not closed and outage is continued after the change window, Will escalate to the change implementor.
* For failed change we ask team to join the PIR for failure and prepare the report.
* Weekly meeting with customer and backlog reduction.
* Preparing Service Delivery report for monthly operations.

Nokia Networks Chennai

## Incident Manager 12/2017 - 05/2022

Global leader in the ICT industry.

* Interfacing with the other cross functional organizational entities like design and planning, Field Maintenance, NOC - Front office, Back Office, Incident Management, Change Management etc.
* To lead the team as one coherent unit and deliver as per SLAs.
* Conduct Post Incident review (PIR) to identify gaps from technical team and streamline to find the RCA and mitigation plan depending on type of issue to avoid the recurrence of incident and provide final PIR to the customer.
* Delegate responsibility to the operations teams and to identify root cause and provide the mitigation plan within contractual SLA.
* Ensuring to get necessary training for new features and new nodes for all the team members.
* Provide meaningful reporting to track service delivery and identify areas of improvement, ensure cohesive high quality service delivery by working closely with other Teams.

# Experience

Evolve Technologies Pvt Ltd Navi Mumbai

## LSMR Integration Engineer 01/2017 - 12/2017

Telecommunication services company.

* Created new ENB, XNB, IBS, OSC sites.
* Performed RRH swaps & added extra carriers to the network.
* Expanded band (1800 5MHZ) and grew new band (2300 20 + 10MHZ).
* Coordinated with the circle team and was responsible for performance monitoring and integration.

Nokia Networks Chennai

## Configuration Management Engineer 09/2014 - 12/2016

Global leader in the ICT industry.

* Configured and integrated Huawei ATN 910i, 950B.
* Applied and familiar with protocols like MPLS, ISIS, BGP, and OSPF.
* Performed VLAN mapping in SIAE, MLTN and Huawei RTN microwave nodes.
* Handled ISIS networks with Huawei routers (CX ATN series).
* Conducted transmission testing for new technology activation.
* Verified IP duplication and rectified IP clashes.
* Managed ATN backhaul migration (own transmission to leased line).
* Tested new interface or link capacity (bandwidth) using JDSU tester.

# Education

Arunai Engineering College Tiruvannamalai

Bachelor Of Engineering Specialized in Electronics and Instrumentation. 08/2014

# Languages

English Proficient  Tamil Proficient 

# Skills

amazon ec2 Apache Auto Scaling AWS Cloud AWS Services BGP CCNA CloudFormation CloudWatch Configuration Docker EC2 ELB Grafana Huawei IAM Instrumentation ISIS ITIL Jenkins Lambda Linux load balancer load balancers LTE MPLS OSPF Performance Monitoring RDS Route 53 s3 SNS VLAN VPC Windows.

# Certification

ITILv3