RAJESH KUMAR BAKTHAVACHALAM

# Technical Specialist

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

## HCLTech 10/2023 - Till

Chennai

## Major Incident Manager- Verizon

* Global technology company specializing in IT services and solutions.
* Sending automatic email notification regarding the health of instances using AWS services - EC2, SNS Topic, IAM, Lambda, CloudWatch.
* Built a fault tolerant and highly available model using Load balancer and Auto scaling group.
* Scheduling instances to run during business hours and shutting down after business hours using AWS services EC2, SNS, Lambda, CloudWatch.
* Worked extensively with AWS services like EC2, S3, VPC, ELB, Autoscaling Groups, IAM, Cloud Provisioning EC2 Instances.
* Bootstrapped EC2 Instances while launching.
* Modified EC2 instance security groups to open or close port numbers.
* Shut down unused instances as per customer confirmation.
* Created S3 buckets and granted requested permissions through IAM.
* Created VPC, Subnets, Route Tables, Internet Gateways, NACL'S for new environment.
* Possess good knowledge in creating and launching EC2 instances using AMI's of Linux and Windows.
* Integrated Amazon Cloud Watch with Amazon EC2 instances for monitoring log files and track metrics.
* Configured AWS Identity Access Management (IAM) Group and users for improved login authentication.
* Created roles, users, and groups in IAM and attached policies for minimum resource access.
* Managed and operated scalable, highly available, secure, and fault tolerant systems on AWS Cloud.
* Set up EC2 instances and deployed client applications like Apache on EC2 instances.
* Worked on various tickets assigned to AWS Support team using Service Now Tool.
* Created Kubernetes cluster and deployed applications with help of deployment.

Wipro Technologies Chennai

## Senior Analyst - OMV 05/2022 - 10/2023

Chennai

## Fault Management Engineer

Global leader in the ICT industry.

* Responsible for troubleshooting faults in NodeB, LTE.
* Investigating faults & checking the root cause.
* Dispatching & investigating faults with various domains in NMC.
* Checking network performance with Grafana.
* Restoring O&M connectivity with Field tech support.
* Performing license upgrade & downgrade from NMC.
* Supporting in bridge calls during network interruptions.
* Sharing configuration files to field tech & supporting remotely.

## 12/2017 - 05/2022

## Nokia Networks

## Interfacing with the other cross functional tower& domain 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.

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