

RAMCHANDRA KUMAR

A multi-faceted professional accustomed with proven technical skills; targeting challenging and rewarding opportunities in **Project Management, Automation Lead, Transition Management, AWS Operation Management, PM Reporting, Data Management, Reporting Analytics and Data Analytics** with an organization of high repute.

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PROFILE SUMMARY

- Qualified professional PMP® and Certified AWS Solution Architect offering more than 11 years of rich and extensive experience in administering the Managed Services including Project Management, Project Quality Control Management, Performance Management, Service Delivery, Data Management, Reporting and Data Analytics .
- Recruiting and training future employees to fulfil posted positions within the technical department
- Industry experience in analytics and development activity
- Acuity for business flow understanding and expertise in data preparation and pre-processing.
- Excel/Access knowledge, including VBA programming (to handle / develop custom reports)
- SQL, PL/SQL, SQL Server, SSIS knowledge and experience
- Experience with PowerBI visualization tool
- Very good in preparing presentations (PPT skills) for a senior executive audience.
- Very good understanding of SLA and KPI Management.
- Strong architecture & design experience of Deploying Enterprise applications on AWS, monitoring and performance tuning of deployed applications on AWS.
- Expertise with AWS services including IAM, VPC, EC2, ECS, S3, RDS, Lambda, Cloud Front, Route 53, SQS, SNS.
- Accomplished the projects with international clients like Rakuten, Ooredoo, Apollo Towers AWS deployment and its operation and maintenance.

CERTIFICATIONS

- PMP® Qualified(PMP® -2861728)
- AWS Solution Architect Associate (AWS ID: **D8RBZWWM44QE3M**)

EDUCATION

- A' Level Qualified from NIELIT Delhi in 2009
- B' Level Equi. MCA from NIELIT in 2012.
- Graduate from VBU Hazaribagh in 2012



CORE COMPETENCIES

Project Operations & Management

Change & Incident Management

Risks & Mitigation plans/RCA

Performance Management and Reporting

SLA/Vendors Management

AWS Services Management

Leadership & Team Management

Project Quality Control Management

CAREER TIMELINE





WORK EXPERIENCE

August 2022- Till Date with Tech Mahindra Ltd., Bangalore (India) as Sr. Automation Lead

Key Result Area:

- Recruiting and training future employees to fulfil posted positions within the technical department
- Analyzing, planning and developing scheduled projects
- Establishing and implementing training processes for all technical personnel
- Determining and defining clear deliverable, roles and responsibilities for all team members
- Responsible for developing RMOP for Rakuten India for SXC Operations.
- Development and deployment of Automation script for Femto SXC reporting part.
- Development of Automation script for OSS monitoring and auto reporting.
- Automation of Daily report using Power BI.
- Development of KPI and dashboard using VBA Automation.
- Preparing presentations (PPT skills) for a senior executive audience.
- Cleared several performance bottlenecks in Mercurial for large-scale deployments
- Build out the source control query service that queries information in a scale able and efficient manner
- Rebuilt the mercurial sparse subsystem to move it from an implementation detail to an end-user-friendly tool
- Mentored 4 junior Python developers and trained them to work independently
- Analysis of Automation development process and End to end requirement gathering from Customer.
- MTTR calculation of TT based incident and daily flashing report to team member as well higher management.

PREVIOUS EXPERIENCE

November 2021- Aug 2022 with Ericsson Global India Ltd., Noida (India) as Automation Engineer Lead

Key Result Area:

- Database design and modelling to handle 12K+ requests per day.
- Development and deployment of shell script for Data fetching from OSS server of 2G/TDD/FDD for Huawei/ZTE/Nokia/Ericsson OEM.
- Testing and cron job implementation of developed script in Linux platform.
- Development and deployment of Server management script.
- Development of MAPA script and deploy at user sever for daily KPI and Payload calculations.
- Automation of core KPI's using Python script.
- Automation script developed for Monthly KPI's and End to end Monthly cells signoff with customer.
- Design, implement and maintain all AWS infrastructure and services within a managed service environment
- Design, Deploy and maintain enterprise class security, network, and systems management applications within an AWS environment.
- Implement process and quality improvements through task automation. security automation and automation or routine maintenance tasks
- Managing and create IAM users, assigning them permission as per requirements.
- Create and design VPC as per customer demand, Subnets, EC2, Internet Gateway, NAT, Load balancer and Auto Scaling.
- Managing servers using Amazon EC2 instances adding EBS storage, assigning elastic IPs, creating VPC and user access management.
- Implementing the knowledge on core AWS services like EC2 instances, storage, IAM and network components.

November 2019- May 2021 with ZTE Myanmar Ltd., Yangon (Myanmar) as Quality Control Manager

Key Result Area:

- Working as Quality Control Manager with ZTE Myanmar Ltd. Handle the Overall all Quality Ooredoo Myanmar along with ZTE and Vendor Co.
- Managing the HPSM Tool & e-Flow to User and Policy Management.
- Responsible for Migrating the Data Center of Ooredoo Myanmar into the AWS Cloud with support of Wipro Team.
- Daily follow up with Wipro team for resolution of issue faced during migration of Data Center on AWS cloud.
- Design, implement and maintain all AWS infrastructure and services within a managed service environment
- Design, Deploy and maintain enterprise class security, network, and systems management applications within an AWS environment.
- Implement process and quality improvements through task automation. Institute infrastructure as code, security automation and automation or routine maintenance tasks
- Managing and create IAM users, assigning them permission as per requirements.
- Maintaining company server hosted on cloud, monitor it, and collect backup.
- Design, implement & maintain all AWS infrastructure and services within a managed service environment.
- Design, Deploy and maintain enterprise class security, network, and systems management applications within an AWS environment. Experience in integration of AWS containerization and orchestration services.
- Managing servers using Amazon EC2 instances adding EBS storage, assigning elastic IPs, creating VPC and user access management.
- Implementing the knowledge on core AWS services like EC2 instances, storage, IAM and network components.
- Monitoring servers thorough Amazon Cloud Watch and setting up Virtual Private Cloud with different subnets, Route Table, IGW and NAT.
- Create and design VPC as per customer demand, Subnets, EC2, Internet Gateway, NAT, Load balancer and Auto Scaling.
- Driving setup and monitoring alerts based on severity and check Cloud logs and maintenance routine checks.
- Troubleshooting networking problems to ensure minimum downtime & maximum availability of network and incident linked to AWS, Network, and storage.
- Managed the agreed SLA's and KPI's as per the contract with Subcontractor, Infra-vendor (Edotco/PAT/EFT/IGT) and customers.
- Supporting the end-to-end daily operations of DC customers for Network devices including both proactive and reactive management; planning & managing systems initiatives with IT and customer teams.
- Driving various activities entailing Fault Management, Troubleshooting & Issue Resolution by raising CSR (Customer Service Request) to the respective vendor.
- Conducting root cause analysis & reporting service to evaluate performance.
- Highly involved in transition of MS Project from Nokia Myanmar to ZTE Myanmar.

Apr 2015 – Nov 2019 with Innovis Telecom Pvt. Ltd., Yangon (Myanmar) as Data Analyst

Key Result Areas:

- Responsible for regular discussion with customer and Field team, so that network availability maintained under SLA.
- Manage configuration and troubleshooting of Transmission equipment's, Routers and DWDM of live networks.
- Good working and troubleshooting knowledge of Fiber cable connectivity with Routers and DWDM.
- Responsible for Delegating Incident trouble ticket task assignments to concerned Regional Field Managers and Field Engineers and follow-up on daily basis for closure of Field Ticket.
- Responsible for Implementation and Tracking of PRM (Preventive Maintenance plan) of PAN Myanmar.
- Direct interface with Customer (Nokia Networks Operations & Ooredoo Myanmar Ltd.).
- Support and guided local engineers while migration of DC (Data Centre) from on premise to AWS cloud.
- Prepare change request and proposals. Managing Trouble tickets based on Incidents in network ad per their priority and follow the process according to resolve and close the ticket for Maintaining MTTR and meet Customer.
- Development and implementation of Automation tool for SPMS(Spare part Management System).
- Deployment of Automation tools in 13 different FSL in PAN Myanmar.
- Responsible for Monthly outage conciliation with different vendor for singoff with customer.
- Development and implementation of Claim Management system in Innovis Myanmar Ltd.
- Responsible for Maintenance of Claim management system and versioning of system.
- Responsible for maintaining overall Quality of Work of DWDM, PBA, Router and DC.
- Collecting and Distribution of Configuration and backup file of DWDM, PBA, Router and DC on Monthly basis.
- Provide the training to the field team for doing activity on DWDM, PBA, Router and DC sites.
- Responsible for Monitoring the live network of Ooredoo (2G, 3G & 4G) up to the customer SLA.
- Work as SPOC for Wipro team while migration of DC (Data Centre) from on premise to AWS cloud.
- As per instruction of Wipro team, create VPC, EC2 and S3 while migration of DC on AWS.

Jun '12 – Apr'15 with JLJ Financial & Management Consultant Pvt. Ltd., Faridabad(India) as Data Analyst

- Responsible for preparing and circulate Daily, Weekly, Monthly and Quarterly Financial reports to Top management.
- To prepare Performance report of Students on weekly, Monthly, Quarterly and Yearly basis.
- To perform system checks and develop data analytical databases from complex financial source data
- Data auditing, reporting & monitoring all databases to ensure accuracy.
- Manipulating, cleansing & processing data using Excel, Access, and SQL tools.
- To manage changes - Designing, developing, and implementing new functionality in database reporting
- To act as consultant for data driven processes for continual improvement
- Responsible for E2E Corporate training of MS Office and emailing for Safari India, SOS Children village in PAN India.

Feb '10 – Nov '10 with ISIT, Bokaro(India) as Web Developer Assistant

- Website and software application designing, building, or maintaining.
- Using Java scripting languages, management tools, content creation tools, applications, and digital media.
- Conferring with teams to resolve conflicts, prioritize needs, develop content criteria, or choose solutions.
- Directing or performing Website updates.
- Developing or validating test routines and schedules to ensure that test cases mimic external interfaces and address all browser and device types.
- Editing, writing, or designing Website content, and directing team members who produce content.
- Maintaining an understanding of the latest Web applications and programming practices through education, study, and participation in conferences, workshops, and groups.
- Back up files from Web sites to local directories for recovery.
- Identifying problems uncovered by customer feedback and testing and correcting or referring problems to appropriate personnel for correction.
- Evaluating code to ensure it meets industry standards, is valid, is properly structured, and is compatible with browsers, devices, or operating systems.
- Determining user needs by analyzing technical requirements.

TECHNICAL SKILLS

- Linux Shell Script and Commands.
- Python, Pandas, PowerBI Desktop, SQL, Advance Excel, VBA Programming, Power BI.
- AWS services, Git, Chef, Terraform and CLI commands.

PERSONAL DETAILS

Date of Birth: 6th April 1989

Passport No: Z4812142

Languages Known: English & Hindi

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