**mCert_Professional**

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More than 9 years of being in IT, Software and Telecommunication domain and professional experience provides a strong knowledge on technology with understanding of IT industry with a new business perspective. I would like to join an organization of repute, which would give me better opportunity and explore my potential in managing technology for the industry.

#### SYNOPSIS

* **Currently associated with Bharti Airtel Ltd.**
* Very good in team management and coordination with customer
* Adroit at Coding, Report Designing, Database programming (writing Stored Procedures) & Designing Database.
* Technical experience in working on Power Builder 11.0, ASP**.**NET, C#, OOPS, MS SQL Server, XML**,** WCF, Web services.
* Excellent Communicator with the ability to deal with issues with precision & accuracy.

#### SKILLS SET

**Technical**

*Languages*: c#.Net, XML, HTML, WCF, WPF, C/C++, PL/SQL

*Development Tool* :Power Builder 10.0,11.0, ASP.Net, ADO.Net, JavaScript, IIS, PHP, xml, Microsoft Visual Studio, Service-now, CA Spectrum, CA Ehealth, HP Open View Service Desk, Managed Engine, LANDesk.

*Database* : MS SQL Server 2000/2005/2008, MySql, Oracle.

CERTIFICATION

* + **MCP** in Developing and Implementing Web Application with Microsoft Visual C#. NET And Microsoft Visual Studio. NET.
  + **ITIL**® Foundation Certificate in **IT Service Management**.
  + **ISO 27001** (Information Security Management System)
  + **Prince2®** Certification

### ORGANIZATIONAL DETAILS

**Bharti Airtel Ltd**

* **Project Title: CGSWAN (Chhattisgarh State Wide Area Network)**

CGSWAN is planned to be a high speed, high capacity, reliable intra-state and inter- state network planned to deliver G2G, G2B, and G2C services. The network would provide high uptime, redundancy, backup etc. Strict Service Levels agreements are signed between the stakeholders to ensure that the service levels are maintained. Moreover the design of SWAN is to ensure Standardization & Interoperability as well as security of the networks.

The CGSWAN deployment takes place both vertically and horizontally, the main backbone of CGSWAN connects the State Headquarters PoP with the PoPs at district headquarters which in turn are connected to the respective PoPs at Block level headquarters. Moreover various state offices are connected horizontally with the closest respective PoPs.

Typical equipment to be deployed at these PoPs are to be maintained by the Operator includes routers, switches, modem, racks, RAS, AAA, NMS, Servers, VOIP Phone, Desktops, UPS, Generators, Air conditioners etc.

**Tools /Applications:** Power Builder 12, MS SQL Server, CA eHealth, CA Spectrum, CA Unicenter ServiceDesk, etc

**Orange Business Services**

* **Projects Title: SD Reporting Tool**

Environment : Power Builder.

Back End : MS SQL Server

Role : Designing and coding of various forms and Connecting with

Database

* **Project Title: GSI NOC: Networking Monitoring and Management Services**

Services Offered by GSI Managed Serviced to customer & self across geography area in India and outside India are mentioned below:

* Remote Network Monitoring & Management
* Data Centre Services

GSI NOC manages customer network on MPLS or customer’s point-to-point network. It includes Network Design, Network Implementation, Network Monitoring, Network Maintenance and Network Migration. GSI also provides Vendor management (third-party support) on behalf of the Customer. Services Offered by GSI under NOC: Network monitoring and management services are

* Onsite Network Management
* Remote Network Management & FMS
* Technical Helpdesk.
* Wan acceleration equipment device monitoring

**Role and responsibility:**

* Implementation the tools and database
* Defining the Business Rules for Incident, Problem, RCA, CMDB, SLA etc
* Reviewing and analyzing the incidents, problems and SLA & coordinate with the NOC Manager.

**Tools / Applications:** Power Builder and MS SQL Server, Managed Engine

* **Project Title: GTL Infrastructure Management**

GTL IT Infrastructure Management Services consisting of Helpdesk Services, Desk-Side Support Services, Server Management, Network & Security Management, Mail Management, Backup & Storage Management and Asset Management Services.

**Tools**: Power Builder, SQL Server 2000, LANDesk Management Suite, Reporting Tools

**Role & Responsibility:**

* Conducting periodic service reviews with GTL officials.
* Manage the configuration, maintenance, support & optimization of all new and existing Servers and Network devices and communication links.
* Establish and maintain regular written communications for smooth functioning with GTL officials across branches
* Maintain network asset management, including maintenance of network equipment inventory and related documentation with proper Network Diagram.
* Maintain Monthly record of SLA and the incidence reporting jointly with Senior IT Manager GTL.
* Identify potential “process” outages, plan the remedies, and implement appropriate action plans.
* Organize weekly/ monthly review meeting with GTL officials, publish the minutes of the meeting and required action items, and take appropriate action.
* Ensure achievement of the set target of Customer Satisfaction Index.
* Analyze the performance of the services on following parameters, draw a trend chart to find patterns and plan the services accordingly:
  + - Server, network and application uptime
    - Incident Response Time and Resolution Time
    - Resolution time for Standard Change Requests
    - Repeat Incidents / Work

**Robocom Business Systems PVT. LTD. Mumbai.**

**Company profile :** IT, Web Application, Document imaging, Software products and applications, GIS, Power solutions.

Web site : [www.robocomindia.com](http://www.robocomindia.com)

Head Office : C-111, Highway Park E-3, Thakur Complex, Kandiwali(East), Mumbai, India- 400093

The Projects Handled

Title: **E3C(Enhanced Credit Commodity Control).**

Client : **ACE (Audit Control And Expertise).**

It is a risk management company. Headquarter in Geneva and operated more than 33 countries with staff of 1800 qualified personnel, supported by a network of 97 agents.

[www.ace-group.net](http://www.ace-group.net)

Domain : Financial.

Duration:Since June’06 .

Back End : MS SQL Server

Environment : Visual Studio.NET and C#. Net.

Team Size : 12.

Role : Designing and coding of various forms.

Discription : This project takes care Risk Management. It is divided into

various modules like Master, Predeal (Country survey, Know Yours Customer’s Customer, Credit Support Approval and Request, Commodity Profile Specific, Commodity Profile Legal), Job file creation, Job file execution, Administration, Reports etc.

The project is basically 5-tier architecture as Front End (UI), Web Service, Business Façade, Data Access and SQL server database (access through only stored procedure). The project handles following services:

Ace Pre-loan survey, Ace Collateral Management, Ace Field Warehousing services, Ace Agricultural Credit Management Services, Ace Audit Services, Ace Inspection Services and Ace STF Training Services

**Other Projects :**

Title:Benefits Web Application (MOC).

Environment:Visual Studio.NET (Asp.NET) and SQL SERVER 2000.

Role:coding for various forms.

Description:this project is about a medical insurance.

**ACADEMIA**

* Master Computer Application (MCA) from COMM-IT (IGNOU), New Delhi in (2005).

**PERSONAL DETAILS**

Father’s Name : Mr. Ram Prasad

Address : 300/1, D.H.Road Kadamtala Flat No. - F 1, Diamond Dwip Apartment

Kolkata - 700063

Passport No.: L9987312

Languages Known : English, Hindi and Bengali.