**RAVI RANJAN BHAGAT**

Email: ravitaj239@gmail.com Phone: +91 8826876239

7 Years – IT - Software Engineer

*Extensive exposure in driving critical assignments across the career with proven success in ensuring optimum results*

**Professional Synopsis**

* Solutions focused, Meticulous and result oriented **B.Tech (Computer Science)** professional offering **7 years** of successful career in **IT arena** distinguished by commended performance and proven results
* Proven track record of excellence in tackling the issues of **IT arena (Software)** and other related lines
* Eminent leadership expertise with exemplary record in driving teams for successful execution of projects
* Change agent & problem solver with a passion for technology; skilled in grasping the big picture, conceptualizing, developing, implementing solutions & partnering closely with business leaders & senior level executives
* A keen strategist with expertise in developing high quality plans and strategies that generate new business and produce results
* Expert in analyzing client's business and requirements, suggesting and implementing processes to deliver high quality business solutions
* Highly articulate, demonstrating exceptional relationship building, communication, analytical and interpersonal skills

**Areas of Expertise Include...**

*Planning & Analysis*

*On-site Project Handling*

*Client Relation Management*

*Change Implementation*

*Change Management*

*Risk Management*

*Process Enhancement*

*Deployment*

*Team Building and Management*

**Professional Contour**

Amazon India PVT LTD (April ‘16 - Currently)

**E-commerce Platform**

**Location: Financial District**, Nanakramguda Amazon Devopment Center(April 16-Till Date)

**Description**: Amazon ecommerce stores its data in Sable storage.Sable have various flavor depending on the various use cases.HAC,LAC,Frontend,Backend,Cache etc are its various flavors and it can be used based on use cases like high availability, low latency, etc.Like its full form Scale Agnostic Business Logic Environment(Sable) ,we can scale ,descale, partition, sable storage to improve its usage during high traffic and low traffic.

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**Role:** Team Member (Support and Development)

**Key Deliverables**:

* Providing On-call support during out of office hours and application support for Amazon critical ecommerce services.
* Oversee the performance of support team against the service level agreement
* Fixing problem records if any and keeping the stake holders updated
* Identification & resolution of the technical problems in Amazon storage Sable.
* Keeping track on the Sable storage round the clock for any inconsistency
* Involve in proactive maintenance activities such as monitoring disk space for memory usage
* Coding & debugging the shell and Python scripts for workarounds in Sable storage.
* Performing deployment activities and Production support
* Scaling and descaling of Amazon sable storage services during High Scaling event.
* Functioned with development team to ensure that Service Desk scripts both for newly deployed applications and changes from major releases are delivered
* Liaised with ASGs of other systems to isolate problems
* Hardware ordering, Service performance test,vip partitioning, rebalancing performed for large scale event.

IBM PVT Limited,Noida (Nov ‘ 2014 - Mar 2016)

**B&P-B+ Intermediate ASM**

**Location: Block 26 ,Sector 62,**Noida, IBM (Nov 14-Till Date)

**Description**: Intec Intermediate is a mediation solution which has been customized to meet the billing mediation requirements for Bharti Airtel. This is being used to provide solution for Airtel’s mediation needs and has got Africa regions GMV (Global Managed Voice) and SMSC. This implementation of Intermediate processes six major products (CCN,EMSC,SDP, SMSC,GGSN,SGSN). CCS is basically call centre inbound system where as VP and One Voice, Infonet is outbound.

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**Role:** Team Member (Support and Development)

**Key Deliverables**:

* Providing On-call support during out of office hours and application support from onsite for BTs critical application while liaising with various users of the application
* Oversee the performance of support team against the service level agreement
* Fixing problem records if any and keeping the stake holders updated
* Identification & resolution of the technical problems in Intermediate to resolve the queries from billing system (Phoenix) and end users
* Keeping track on the server round the clock for any inconsistency
* Involve in proactive maintenance activities such as monitoring disk space for memory usage
* Coding & debugging the CGDC and Python scripts for workarounds in Intec Intermediate.
* Performing deployment activities and Production support
* Spearheading the team while ensuring successful maintenance of numerous Intermediate processes for the end customer
* Lead the team during a P1 component failure and major incidents by establishing and chairing the Technical conference calls ensuring the presence of appropriate persons with knowledge of the incident, knowledge of ASG role for that system and decision making capability to restore service ASAP
* Functioned with development team to ensure that Service Desk scripts both for newly deployed applications and changes from major releases are delivered
* Liaised with ASGs of other systems to isolate problems
* Overseen operating system/infrastructure versions & obsolescence issues and ensured upgrades are done at appropriate points and certainly before the supplier ceases product support

Tech Mahindra Limited, Pune (Jul ‘10 - Aug '14)

**B&P-B+ Intermediate ASM**

**Description**: Intec Intermediate is a mediation solution which has been customized to meet the billing mediation requirements for BT GS. This is being used to provide solution for BT’s mediation needs and has got two regions GMV (Global Managed Voice) and BT Germany. This implementation of Intermediate processes four major products (CCS, VP and One Voice, Infonet). CCS is basically call centre inbound system where as VP and One Voice, Infonet is outbound.

**Key Deliverables:**

**As Team Member (Support Group):**

* Identification and resolution of technical problems in ImE(Intermediate) thereby fixing the queries from billing systems & reporting systems
* Oversee the flow of files received from upstream and ensuring the flow across various downstream systems
* Key role in proactive maintenance activities such as monitoring disk space for memory usage
* Coding and debugging the Unix Shell scripts for workaround in ImE
* Sending Weekly, Monthly, and Ad-hoc Reports to the customers as per specific requirements.
* Vital role in spearheading the team while ensuring successful maintenance of numerous ImE processes for the end customer
* Pivotal role in performing the following activities
  + Billing Cycle Activity to send data to various downstream billing systems after validation & consistency checks
  + System Health Checkup involving status checking of various portals, various polling queues and servers
  + Scheduling Activities to enable billing of customers in the list for that month
  + Proactive and on request clearance of EPS records after proper approvals
  + Table building activities on daily basis as per request by provisioning team
  + Deployment activities and Production support

**Noteworthy Highlights:**

* Successfully completed Initial Training Program (ITP)
* Received multiple appreciations from Project manager for effective performance in project and task completion in stiff deadlines
* Bagged “Pat-on-the-back” award twice in honor of excellence and outstanding performance in project
* Received E-Card from Client as rewards for performing innovately in IME project.

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**Technical Proficiency**

**Operating Systems:** Sun Solaris UNIX, Windows

**GUI(S):** Mediation Tool (INTEC Intermediate 6.013) Invoice Formatting Tool (DOC1, Putty, FileZilla, Edit Plus)

**Languages:**  HTML, CSS, Javascript, Angular, Node, Express, MongoDB, SQL, ,Python

**Storage(s):** Oracle 10g, MongoDB

**Case Tools:** Clarify

**Protocols:**  FTP, Telnet, XFB, SFTP

**Credentials**

**Professional:**

* **B.Tech (Computer Science)** from NIT Jamshedpur in 2010 with 78.20%

**Academic:**

* **XII** from DPS Ranchi in 2006 with 70.40%
* **X** from DAV Public School, Lohardaga in 2004 with 86.80%

**Date of Birth:** 08th November, 1989

**Languages Known:** English & Hindi

**Mailing Address:** Flat-A-905,Rishabh Paradise, Indirapuram,Noida

**Passport No:** J1207493 (Expires on 25th May ‘20)

**References:** Will be pleased to furnish upon request