ROHIT VERMA

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To further my career with a growth-oriented firm that offers challenging opportunities and which provides innovative work, growth and wide exposure to the latest technologies.

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**IT FORTE**

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| --- | --- |
| * **Operating System**: Unix, Linux, Solaris * **Database** : MySql, Oracle. * **Cloud** : Amazon Web Services-AWS (EC2,EBS,VPC,Route 53,ELB,S3,RDS,Auto Scaling) * **Devops Tools** :- GIT, Ansible * **Application** : Tomcat Apache. * **Monitoring Tool**: HPOVO, NetAct, APPMON * **Incident Management**: Trouble Tickets Handling * **Ticketing Tool**: BMC Remedy, HPSM. | * **Protocols**: FTP/S, HTTP/S,TCP,UDP, MAP,CAMEL, Diameter, SMPP,SS7. * **Telecom Skills**: SMSHUB, SMSC, MMSC, IN, CCN, Knowledge of GSM, GPRS ,Mobile Positioning System,SMSC,MM7,SS 7,2G,3G, GSM, Sigtran, GGSN, IN Platform, Firwalls ,MNP & Wireshark. * **Scripting Laguages** : Bash/Shell, Basic of Python |

**WORKING EXPERIENCE**

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**Organisation:** Mahindra Comviva, Gurgaon, Haryana

**Designation:**  Lead Engineer

**Project:** Airtel INDIA SMSHUB **May, 2016 - Till Date**

Works as a Operations Engineer and have exposure to work on VAS Applications like SMSHUB,SMS.

Currently Handling AIRTEL INDIA SMS HUB Project at Manesar, India.

**KEY RESPONSIBILITIES**

* Ensuring the delivery of application services within the defined timelines of SLA.
* Troubleshoot partners technical issues in real-time in cooperation with their technical team and work with network teams to resolving their issues.
* Analysis Snoop & SS7,SMPP and Wireshark traces to trace the actual problem and delivering the analysis.
* Developing shell program for continuous automation of application.
* Working on new Configuration with SMPP/SS7 Carrier on regular basis.
* Knowledge about International Messaging Carriers- SAP, BICS etc.
* Configured Elastic Load Balancers with EC2 Auto Scaling groups.
* Interaction with different teams and higher management from customer side for technical discussions.
* Working on regular customer complaints and requests (Message Failure, Billing related problems, Conversion Ration etc) within the agreed SLAs.
* Implemented Ansible to manage all existing servers and automate the configuration of new servers.
* Participate in internal technical discussions in view to improve overall network performance and make recommendations wherever possible**.**
* Providing on-call support to onsite Engineers for all hardware & application related critical issues.
* Handling the emergencies situation and to respond to the customer's queries during the emergency
* L2 related System Administration tasks which include the advance level of troubleshooting on Linux OS and applications.
* Written cron jobs to perform operations at a scheduled time.

**Organisation:** Ericsson India Ltd., Gurgaon, Haryana

**Designation:** L2 Assurance Engineer

**Project:** Application Support **August, 2013 - April, 2016**

**KEY RESPONSIBILITIES**

Worked as a L2 Application and Production Support Engineer at Ericsson on Nextel Peru project and handling all VAS Application deployed by Ericsson and other third party vendors.

* Handled Application Support on multiple ericsson node like SDP , SIG, MMSC, IN and GMPC..
* Multiple Vendor interaction for various VASP Short code based VASP integration for different interface(SMPP, MM7, Rest, and many more).
* Worked as Operation and Maintenance Engineer of Ericsson IN(Charging) Nodes like SDP, CCN, AIR,EMM,EMA.
* Resolving customer complaints regarding Voice (INAP, CAPv2), SMS (CS1+, CAPv3), DATA (Diameter, Gx, Gy).
* Trouble shooting the system during Critical, Major, Minor & NSA issue.
* Perform weekly health check for all OS Node and surveillance of network.
* Responsible for Day-to-day systems administration tasks in Solaris ,Redhat Linux.
* Interaction with MSIP for regular enhancement of Nodes and customer Satisfaction.
* Ensure earlier resolution to the issues to meet SLA Following up with Vendors – hardware & software whenever required & resolve issues by minimizing downtimes.
* Handling Mobile Service Delivery Platform to manage a lot of content providers to provide consolidates services to the end user.
* Involved in Change Management, Incident Management, release Management and testing procedures.

**Organisation**: Magna Infotech Pvt Ltd (Client-Mahindra Comviva)

**Designation:** Vas Engineer(Application Support)

**Project :-** MS Africa-VAS Service **April, 2012 - August, 2013**

**KEY RESPONSIBILITIES:**

Worked as Vas Engineer at Magna Infotech Pvt Ltd on Airtel Africa Managed Services Project of Mahindra Comviva.

* L1 related System Administration tasks which include monitoring servers using monitoring tools and take appropriate action either contacting the L2 support or sending the sms/mail alert to respective team.
* Perform VAS Node monitoring and surveillance of network.
* Data purging, call logging, ticket management and maintenance support for client and to provide technical support in case of any downtime.
* Work together with other local technical groups in order to resolve customer issues effectively.
* Performed hardware audit of nodes and escalating the issue to hardware vendor.
* Identification of alarms and alarm handling / troubleshooting. Ensuring escalation of faults and maintaining records of the same; provided VAS KPI reports (SMSC & WR) to customer as per their requirements.

**Organisation**: Ikya Global Pvt Ltd (Client-Nokia Siemens Networks)

**Designation:** AM Engineer(Application Support)

**Project :-** ZAIN Telecom Services **April, 2011 - April, 2012**

**KEY RESPONSIBILITIES:**

Worked as Alarm Monitoring Engineer at IKYA Global Solution on Managed Service Project of Nokia Siemens Networks.

* Batch Execution on Putty using Unix Commands for solving all voucher problems.
* Implemented and enhanced UNIX shell scripts.
* Performing Health Check for all the IN nodes on regular basis.
* Monitoring IN nodes through @vantage Commander & VAS nodes through Net act tool & raising trouble tickets on PT4 for fault in any nodes and working on the tickets.
* Making Scripts on Unix or Linux as per customer need.
* Routine Operations & Maintenance of the IN nodes.
* Monitoing of Alert on Nokia Net-ACT tools.

**SCHOLASTIC CREDENTIALS**



**2009 B.E. (Electronics & Communication Engineering)** from Laxmi Devi College of Engineering & Technology, Alwar, approved by AICTE, affiliated to University of Rajasthan, Jaipur.

**2005 XII** from CBSE Board Delhi.

**2003 X** from CBSE Board Delhi.

**CERTIFICATION AND AWARDS**



* RedHat Certified Engineer in 2013.
* ITIL Fountation Certified in IT Service Management in 2015.
* Won POWER AWARD in Ericsson in 2014 .
* Oracle Certified Associate in 2015.

**PERSONAL SNIPPETS**



**Date of Birth**: 11th December 1987

**Residential Address**: 76 DDA Flats Jaidev Park East Punjabi Bagh New Delhi-110026

**Linguistic Proficiency**: English & Hindi

**Hobbies:**  Listening music, Always try to kept my mind busy to learn new technologies.

I hereby declared that the above mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of above mentioned particulars.

**Date:**

**Place:**

**(Rohit Verma)**