ROHIT VERMA

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**Seeking a challenging and rewarding opportunity in field of IT with an organization that recognizes and utilizes my true potential while nurturing my analytical and technical skills.**

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**IT FORTE**

75

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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 * **Scripting Laguages** : Bash/Shell,Basic of Python * **Application** : Tomcat Apache, Weblogic | * **Protocols**: FTP/S,HTTP/S,TCP,SMPP,SS7. * **Monitoring Tool**: HPOVO,NetAct,APPMON * **Incident Management**: Trouble Tickets Handling * **Ticketing Tool**: BMC Remedy, HPSM. * **Telecom Skills**: SMSHUB,SMSC, MMSC, IN, CCN, Knowledge of GSM, GPRS ,Mobile Positioning System. |

**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, AWS Cloud, Devops Tool, MySQL/Oracle Databases.

**KEY RESPONSIBILITIES**

* Ensuring the delivery of application services within the defined timelines of SLA.
* L2 related System Administration tasks which include the advance level of troubleshooting on Linux OS and applications.
* Developing shell program for continuous automation of application,
* Managing Application on AWS Cloud.
* Configured Elastic Load Balancers with EC2 Auto Scaling groups.
* Interaction with different teams and higher management from customer side for technical discussions.
* Experienced in S3 Versioning and lifecycle policies to and backup files and archive files in Glacier.
* Created S3 buckets in the AWS environment to store files, sometimes which are required to serve static content for a web application.
* 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
* Snapshot management and consolidation.
* Written cron jobs to perform operations at a scheduled time.
* Implemented domain name service (DNS) through route 53 to have highly available and scalable applications.

**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 and GMPC..
* Multiple Vendor interaction for various VASP Short code based VASP integration for different interface(SMPP, MM7, Rest, and many more).
* Trouble shooting the system during Critical, Major, Minor & NSA issue.
* Analysis Snoop & SS7,SMPP and Wireshark traces to trace the actual problem and delivering the analysis
* 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

**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)**