







Hemachandran R S


Network Operations & Svcs Analyst

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PROFILE

- I am Hemachandran RS, an Optical Fiber Planning & Design Engineer with over 5 years of experience in fiber planning. As a detail-oriented and adaptable Network Operations and Services Analyst, I have extensive expertise in utilizing various tools such as KeyCom, Smallworld, QGIS, INCA, and Microsoft Dynamics to optimize network performance and design.
- Additionally I have gained hands-on experience in Java full-stack development through my studies at Guvi Technologies, IITM Research Park. This training enabled me to complete projects using the Java Spring Boot framework, enhancing my expertise in web application development, RESTful web services, and working with XML and JSON. This knowledge equips me to contribute effectively to both operational and development tasks. For more details, please visit my GitHub repo: <https://github.com/rshc07?tab=repositories> .

PROFESSIONAL EXPERIENCE

Accenture

Network & Svcs Operations Analyst | Application Support Eng

2023 Sep – present
Chennai, India

- **Led automation initiatives** for attribute data fetching based on specific client requirements, developed quality metrics for drafted designs to calculate impacted areas, optimized equipment usage tracking, and performed clustering analysis on high-priority to optimize the equipment usage.
- **Quality Audit framework** was created using design view scripts / PyQGIS to enhance the quality of drafted designs. The key advantage of this framework is that it allows for intermittent quality checks, ensuring high-quality drafted designs are delivered within the desired BAU process.
- Collaborated with the Sales team and Client tech team to enhance the functionality of fiber design tools, ensuring expected outputs for implementing fiber designs in the field.
- Utilized embedded Design View scripts and REST API endpoints to verify field values and improve design quality by leveraging JSON data.

Network & Svcs Operations Associate

2019 May – 2023 Sep
Chennai, India

- Deployed in Telecom Network Planning and implementation project for BTO team with the day-to-day SLA's and KPI's
- Migrating the FTTH projects to MapInfo web application which is created on the INCA tool.
- Achieved ACE award in the year of 2019 and 2021
- Troubleshooted technical issues such as cable blowing interruptions and non-responsive endpoints, reporting these issues to cross-functional teams to expedite resolution by identifying labeling errors.
- Developed a new script using Design View that automated cable blowing based on household capacity, eliminating the need for manual capacity planning in the distributed network.
- Handling of other design projects(fiber factory, Efterforsyning(FTTX) , KAT ready and Kappemål)

- Expertise in diagnosing and resolving hardware & software ensuring minimal downtime and high availability of services.
- Maintained detailed records of troubleshooting steps to prevent repeated requests being assigned to our team.
- Managing the logging complaints in daily basics and reporting the productivity of the daily closure logged call to the corresponded manager
- A collaborative team player, capable of working with cross-functional teams to coordinate support hand-offs, maintain SLAs, and ensure customer satisfaction through consistent follow-up

PERSONAL PROJECTS

Weather info Using Gen AI Model

Weather API Application

In this project leverages generative AI to provide weather information. It integrates with OpenAI's models to generate responses based on user queries about the weather. The application likely involves creating a REST API that interacts with the OpenAI model and fetches real-time weather data using a Weather API

Technologies Used: Spring Boot, Spring Web, OpenAI API, Spring AI, PostmanAPI, Maven.

Key Features:

- **REST API:** Allows users to query weather information.
- **Generative AI Integration:** Uses OpenAI models to generate accurate and relevant weather data based on user queries
- **Weather API Integration:** Fetches real-time weather data using a Weather API key. This ensures that the information provided is up-to-date and accurate. The API key is used to authenticate requests to the weather service provider, enabling the application to retrieve current weather conditions, forecasts, and other relevant data.
- **Continuous Learning:** The application can be updated with new models and data to improve accuracy and performance.

Online Bus Ticket Booking App

The Spring Online Bus Ticket Booking App enables users to search for available buses by departure and arrival locations, date, and time. It supports user registration and login for secure ticket booking,

Technologies Used: Java, Spring Boot, Spring Data JPA, Thymeleaf, Swagger (OpenAPI), Maven, MySQL, HTML, CSS.

Employee Management System

The Spring Employee Management App is a web-based solution for efficiently managing employee data and operations. The project also integrates Swagger (OpenAPI) for interactive API documentation.

Technologies Used: Java, Spring Boot, Spring Data JPA, Thymeleaf, Swagger (OpenAPI), Maven, MySQL, HTML, CSS, Bootstrap.

Medical Appointment System

The Spring Medical Appointment System is a web-based application designed to streamline the management of medical appointments & also includes an intuitive interface for managing patient data and other key healthcare operations.

Technologies Used: Java, Spring Boot, Spring Data JPA, Thymeleaf, Swagger (OpenAPI), Maven, MySQL, HTML, CSS, Bootstrap.

EDUCATION

University Of Madras

Master of Computer Applications

2018 Jan – 2020 Dec

Chennai, India

- Obtained Percentage : 70%

Alpha Arts & Science College,

Bachelor of Computer Application

2014 Jun – 2017 Jul

Chennai, India

- Obtained Percentage : 67%

SKILLS

Java	<div><div></div></div>	HTML	<div><div></div></div>
Java Spring Boot / MVC	<div><div></div></div>	JavaScript	<div><div></div></div>
CSS	<div><div></div></div>	MySQL	<div><div></div></div>
MongoDB	<div><div></div></div>	Git/Git Hub	<div><div></div></div>
Spring AI	<div><div></div></div>	Postman API	<div><div></div></div>
XML, JSON	<div><div></div></div>	Debugging and Troubleshooting	<div><div></div></div>
Unix	<div><div></div></div>	RESTful Web Services	<div><div></div></div>
Telecom Fiber Planning & Design	<div><div></div></div>	As-built / BOQ & BOM preparation / Plotting	<div><div></div></div>

CERTIFICATIONS

Optical Fiber Engineering

BSNL

ARC GIS : A Geospatial Integrated Tool

IIARI Kolkata

Managing interconnected network Device

NIIT

Java Full Stack Development

Guvi Geek Network, IITM Research Park

DECLARATION

I hereby declare that the information provided above is true and correct to the best of my knowledge and belief. I take full responsibility for the authenticity of the details mentioned in this document.

Hemachandran R S
Chennai