







# Hemachandran R S


## Network Operations & Svcs Analyst


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 Chennai

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## PROFILE

- I am Hemachandran RS, an Aspiring Software Developer | Fullstack Developer with over 5 years of experience in Optical Fiber Planning & Design, I have honed my problem-solving and analytical skills. My journey has led me to explore and transition into software development, where I gained hands-on experience in Java Full-Stack development through Guvi Technologies, IITM Research Park.
- I am highly motivated to learn and upskill, particularly in Zoho CRM, Zoho Creator, and other integration technologies. I am eager to contribute to high-performance applications and continuously improve through collaboration, problem-solving, and hands-on learning in a dynamic team environment. I'm ready to bring my technical expertise and passion for software development to deliver impactful solutions. 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)

## TVS Electronics Ltd

### IT Support

2018 Jan – 2019 Mar

Chennai, India

- 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

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### 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.

### Web Scrape

The "Web\_Scrape" project is focused on scraping dynamic webpages. It enables the extraction of data from websites that require interaction, such as JavaScript rendering and it will be used for Performing data analytics to uncover insights about the required data.

**Technologies Used:** Python, BeautifulSoup, Pandas, Openpyxl, HTTP Requests

## EDUCATION

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### University Of Madras

Master of Computer Applications

- Obtained Percentage : 70%

2018 Jan – 2020 Dec

Chennai, India

### Alpha Arts & Science College,

Bachelor of Computer Application

- Obtained Percentage : 67%

2014 Jun – 2017 Jul

Chennai, India

## SKILLS

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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

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### 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

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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.

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**Hemachandran R S**

Chennai