Ravi Patel

Sr Operations Manager

patel.ravi998@gmail.com

+918511765497

Blue Ridge, Hinjewadi Ph1, Pune, India

Diligent software engineer with 9 years of experience in managing and integrating services/applications, pragmatic problem solver with remarkable relationship building and communication skills.

WORK EXPERIENCE

Sr Operations Manager
Infosys Ltd

05/2023 - Present   *Pune, India*

Achievements/Tasks

- Validated overall action plans and evidence for Key Risk Areas using Risk and Opportunity Management Framework.
- Collaborated with different technology teams to comprehend lingering risks and authenticate evidence for control implementation throughout issue resolution processes.
- Ensured sustainability of controls as part of BAU and drove mitigation for potential deviations from sustenance plans.
- Published reports, results, observations, and mitigated gaps to relevant stakeholders.

Contact : Preena Parambath

Operations Manager
Cerillion Technologies PLC

01/2019 - 02/2023   *Pune, India*

Roles & Responsibilities

- Managed and optimized cloud applications (on IBM Softlayer) for subscription billing, ensuring high availability, reliability, and performance.
- Collaborated with product-engineering teams to proactively address issues and improve the reliability of front-end, back-end, and database architecture.
- Developed monitoring and automation solutions using Unix shell scripting, PL/SQL, and Python, reducing manual work and increasing efficiency.
- Conducted end-to-end release testing and coordinated production roll-out for Cerillion's SaaS subscription billing platform.
- Designed invoices as per client requirement to have expected details in projected invoice/document areas with use of OpenText Streamserve applications (Design Center, Storyteller, Control Center).

Contact : Arif Bhavnagarwalla (Director)

Sr Software Engineer
Tech Mahindra Ltd

09/2014 - 01/2019   *Pune, India & Brussels, Belgium*

Roles & Responsibilities

- Managed and maintained billing systems, including BSCS rating/billing, for processing postpaid customer CDRs for Orange (Belgium) Telecom.
- Ensured timely and successful delivery of projects, including GDPR and Roaming regulation projects, by coordinating production environment changes.

Contact : Ajay Dave (Head of Operations)

SKILLS

Oracle PLSQL   Risk Management

Unix Shell Scripting   Project Management   MySQL

Strategic Planning   Python   Jboss Web Servers

Selenium Automation Testing   OpenText Streamserve

SoapUI   REST API

EDUCATION

Charotar University of Science and Technology (B.Tech)
(01/2010 - 06/2014)

HONOR AWARDS

Pat on the back
Tech Mahindra Ltd
- For high performance and appreciations from client.

Standing Ovation award
Tech Mahindra Ltd
- For efficient delivery of GDPR project for Orange Belgium.

Employee of the quarter (03/2022 - 06/2022)
Cerillion Technologies PLC
- For improvisation on technical processes to refine client experience on SaaS Cloud product.

LANGUAGES

English
Full Professional Proficiency

Hindi
Full Professional Proficiency

Gujarati
Full Professional Proficiency

French
Elementary Proficiency

CERTIFICATES

ITIL   Python Basics