**SHOWNAK BHATTACHARJEE**

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Portfolio: <avinashhsinghh.github.io/portfolio>

**SKILLS**

**Cloud:** AWS EC2 & VPC, S3, EBS, ELB, Redshift, RDS **Automation**: UI path

**Databases:** MySQL **Microsoft tools:** MS Office, MS Access

**Networking services** -Telnet, FTP, DNS, VNC **Language:** English, Hindi

**Others:** Sqlyog, Sony Sound Forge10.01

**WORK EXPERIENCE**

**One97 Communication Ltd. (Paytm) Ecostation, sector 5, kolkata**

**Associate Service Operations Nov 2015 – June 2019**

* Support & Maintenance of OBD (VAS-Billing) Servers of **TATA** (Both Direct charging & **CCG**), **Airtel** (**DNIS** Patch & UNR/Data/Service/Retailer), **Aircel** (Consent Patching at M-carbon) along with Various Service Delivery**.** Create **CRBT/IVR** applications, Monitor SMS queues on business logic (Router/ Kennel), Push **SMS** over application, **SMS** bandwidth monitor, check charging logs. Maintenance/Monitoring of transmission media (E1). Scheduling access for the hourly, daily and weekly **MIS** report.
* Technical escalation management for network Incidents and Ownership of Network Quality and Availability, Identifying errors in call flow in case of call rejection and less calls in a particular telecom circle. Taking daily system health check for all Linux and Windows servers, in the network and to ensure CPU, Memory and other parameters to be within threshold. Managing user account on **Linux** servers.

**CERTIFICATION AND ACHIEVEMENT**

Often appreciated & admired by Managers/Team Leaders from supporting Teams and also the clients.

And additionally, taken ‘**Rockstar award**’ from our **HOD** at East Regional Office of One97.

**EDUCATION**

**Adichunchanagiri Institute of Technology Chikmagalur, Karnataka**

B.E, Electrical & Electronics Engg Class of 2011