



Rohith Kumar.k

Summary

MCA graduate Software Engineer over 4.9 years of experience in the Telecom domain with exposure to Production support, Application support Unix/Linux, Java application support, WebLogic Deployments and Oracle Database.

Training and Certification

JAVA-J2EE at Uttara Info Solutions

Certified from Uttara InfoSolutions Pvt. Ltd Bangalore

- Core Java from basics (OO in Java, Exception, Collection, I/O and Thread)
- J2EE APIs (Servlet and JSP)
- Introduction to SQL Struts Framework

Spring, Hibernate, AJAX

Attended the CGI training program on soft skills and technical skills in Coalesce Technologies Chennai.

Academic Profile

- **Master of Computer Applications** from NMAM Institute of Technology Nitte (VTU Belgaum)
- **Bachelor of Business Management**, Vivekananda College Puttur(Mangalore University)

Technical Skill-Set

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|---------------------|---|---|
| ▪ Languages | : | Java, SQL |
| ▪ Web Platform | : | Apache-tomcat ,WebLogic server 12c |
| ▪ Web Programming | : | JSP, Servlet |
| ▪ IDE | : | Eclipse |
| ▪ Databases | : | MySQL, Oracle 11g |
| ▪ Operating systems | : | MS-DOS, Windows, HP-UX ,Red Hat Linux |
| ▪ Tools | : | DynaTraceClient, ServerVantage,
Toad for Oracle 9.7, PuTTY, Remedy |

Working Experience



Current Employer - [CGI](#) Bangalore
Designation - Software Engineer
Domain - Telecom
Job Duration - March 2011 – to till date

FWFM-Federated Work Force management (10/2012 – till date)

The FWFM suite of applications was developed for Bell Canada field service technicians to manage technicians and the life cycle of a job after it reaches FWFM till completion by the technicians; which mainly includes receiving the orders from upstream applications, creation of job, optimization and assignment of the job, completion of the job, notify completion of the job to the source system and finally closure of the job.

The main interfaces are ccGui (Control Center GUI), TWI (Technician Web Interface) and TMI(Technicians Mobile Interface).

Applications

TMI - Technicians Mobile Interface is Java based application which is built for technician's Samsung galaxy phone through which technicians can assign jobs, search and view for the details of a job, update the job details, submit the timesheet, respond to ESPP notification etc. TMI is used by the technician who works on the field.

TWI – Technicians Web Interface is introduced before the mobile version. TWI is now used mostly by the Central office users.

CCGUI – an application used by the Control center staff who has the super user privilege, their role is to update the technician and job details.

CCGUI is an application developed using C, whereas TWI and TMI are java based applications deployed on Oracle WebLogic 12c.

Roles and Responsibilities

- Preparing the MOP for deployment.
- Joining Deployment bridge and perform deployment activities in coordination with all concerned teams.
- Server log and Code analysis, reporting on issue found if any
- Check to see that all processes are running on all Application Servers;
- Perform sanity on applications and server health before opening the business
- Check to see all the demons are running and orders are flowing to the system.
- Addressing different server related issue based on alert or escalation.
- Handling P1,P2,P3 incidents and providing status update on time to time based on the SLA and Priority.
- Meeting with the Application Owner and other stake holders to resolve High and Critical incidents.
- Addressing issues which requires DB table updates.
- Addressing other ad hoc issues based on requests.

KPN SRMO, KPN – dates (03/2011 - 10/2012)**Role :** Application Manager

KPN is the leading provider of telecommunications services in the Netherlands. KPN uses number of applications to manage network information. The project has been divided into clusters and the work primarily involves maintenance and support of administration system for fixed lines and handling order processing & customer information along with regular enhancements that will manifest the changing business.

Roles and Responsibilities

- Executing project as per the plan and reporting the status, issues and concerns to SPM & FM.
- Generating reports using stored procedures on predetermined intervals.
- Meeting on incident count within the team and planning on approach to resolve it.
- Successfully solve incidents and production tickets within SLAs.

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