

# Akash M. Diwakar

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## CAREER OBJECTIVE

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Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company and thereby enhance personal growth.

## TECHNICAL SKILLS

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- Numpy, Pandas and Seaborn libraries.
- Flask and REST API.
- Python Development.
- Knowledge on Django Framework.
- Python Data structures and Development.
- Blackberry Enterprise Server Administration.
- Client/Cisco Call Manager Citrix Desktop Director Administration.
- Microsoft Outlook 03, 07, 10 & 13 troubleshooting.
- Active Directory Administration through Micro strategy.
- Remote and In-house Server Administration and Maintenance.
- NICE Recording Software.
- Active Directory.
- Subject Matter Expertise/Training.
- Team Management.
- Extensive knowledge in orders / fulfillment / shipment process.
- Expertise on P1/ critical escalation/handling.

<b>Language</b>	Python – Programming, Scripting, Data analysis, Web scrapping, etc.
<b>Database Technologies</b>	PostgreSQL.
<b>Development IDE Environments</b>	Pycharm , Jupyter Notebook, Spyder and VSCode
<b>Operating Systems</b>	Windows

## PROJECT UNDERTAKEN

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<b>Project Domain</b>	Telecom	<b>Project Title</b>	KEPLER - CP(Capacity Planning)
<b>Customer Name</b>	AT&T Services Inc.(Tech Mahindra & Exela Technologies)	<b>Project Duration</b>	June,2017 to Nov,2020
<b>Project Description</b>	<p>CP constitutes of three applications Data Dictionary, Re Schedule and Volume models. CP consumes the Data Dictionary on an adhoc basis using a web service call. For a given AOI, this service generates calculated dispatch volumes at capacity category (clock) level for all buckets (Routing Areas) falling under the requested AOI. Re Schedule has recommendation engine which does the technician recommendation considering loan in/out state of different buckets. RE Schedule is triggered for each Region to generate Current day and Future 6 Days recommendations in CSV. Volume model forecast the volume (job orders) for 7 days for install and repair job categories in CSV. These CSV files are used as an input to Microsoft BI to create dashboard and generate reports.</p> <p>Analyze, design, develop, as well as implement RESTful services and APIs. Implement common APIs based on architecture guidelines and frameworks.</p>		
<b>Contribution</b>	<p>Worked on Data Dictionary from scratch in design and development area.</p> <p>Completed custom logging system, design and coding, code optimization, performance improvement, etc., tasks. Also worked on functional changes for Re Schedule application. Involved in data preparation, model building and performance improvement activities for Volume models on daily basis. Interacting with the clients on a regular basis for gathering the requirements and resolving issues pertaining Data Dictionary and Volume models. Involved in all phases of project releases (Documentation, Designing, Coding, Unit Testing, Deployment and Defect Fixing).</p>		
<b>Technology Used</b>	Python, Flask, Machine learning, Mongo DB, Kubernetes, Spark, Microsoft Power BI, Azure, etc.		

## PROFESSIONAL SUMMARY

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- 3 years of experience in Python Application Design and Development (on both Python 2.7, Python 3.6 and **Python** 3.7).
- Good experience with Python and Django
- Experience in working with REST APIs
- Strong ability to analyze business processes and underlying data.
- To become an expert in your field, to share your knowledge and best practices to your team and company
- To suggest improvements to the technical aspects of the platform as well as Software development processes in order to improve the team's efficiency
- Work with a highly capable, supportive and unique group of people that Celebrate team success and focus on collaboration to achieve it
- Work experience in REST API and Flask.
- Knowledge on Django Framework.
- Hands on experience with Numpy, Pandas, Matplotlib, Seaborn, libraries.
- Data analysis and Data Science using pandas.
- Have experience in Web Scraping and automation using Python – Requests.
- Good understanding of Data visualizations concepts.
- Excellent Debugging, troubleshooting and code optimization skills.
- Capable of handling multiple tasks and priorities; self-motivated and display initiative.
- Knowledge on Object Oriented Programming.

## EXPERIENCE

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### Senior Software Engineer

<b>Project Domain</b>	Service Sector	<b>Project Title</b>	--
<b>Customer Name</b>	Suma Soft Pvt.Ltd	<b>Project Duration</b>	Feb,2023 to Oct,2023
<b>Project Description</b>	<ul style="list-style-type: none"><li>• Image to text extraction for various civilian ID's like PAN (old and new), Aadhaar as well as Bank Statement and ITR extraction.</li><li>• Use of Numpy Pandas and Python in combination to get html to pdf representation of the data.Using matplotlib to plot graphs and various charts from clients documents and then recreate them.</li><li>• Involved in Data Forensics to extract the Windows System information with the help of python data structures.</li><li>• Development of REST Api's as per the requirement.</li></ul>		
<b>Contribution</b>	<ul style="list-style-type: none"><li>• Employment of various Data Structures and methods to extract information from government civilian identity cards, forms and documents.</li><li>• Suggesting team of alternate methods that can tried for the objective to be completed.</li><li>• Attending periodic calls with the client and suggesting solutions.</li><li>• Created a departmental FastApi model with PostgreSQL to track the tasks and developments of the members.</li><li>• Employed API Security: API Validation, Authorization, Authentication and Identity on the Fast API</li></ul>		
<b>Technology Used</b>	Python, RESTApi , FAST Api, Azure, PostgreSQL etc.		

## Tech 2 – Stefanini

<b>Project Domain</b>	Service/IT Infrastructure	<b>Project Title</b>	Belden
<b>Customer Name</b>	Stefanini	<b>Project Duration</b>	Feb,2022–July,2022
<b>Project Description</b>	Belden is a 102 year old captive, product based organization and is in manufacturing of cabling, optical fibers and networking products and equipment's like routers, switches with its sole objective in assisting its vendors and in house employee with critical assistance in support, logistics and maintenance of these equipment.		
<b>Contribution</b>	<ul style="list-style-type: none"> <li>•Prime responsibility is to support the users and production business in EMEA, APAC and AMER which include different applications like o365 , Microsoft Exchange, Teams, user id creation like Agile, Toolbox and maintenance of a plethora of applications like AS400,edesk, DUO , Intune, Azure Active Directory Administration.</li> <li>•Collectively connect and co-ordinate with different teams like Infra, Database, Business Intelligence, SAP, Collaboration to check and solve different issues related to users which are not documented and then discuss the resolution via teams and form knowledgebase documents.</li> <li>•Involve ourselves in Incident Management. Be part of daily, weekly meeting on Teams concerning different topics related to implementation, planning and performance that lead to changes in the best practices continuously.</li> <li>•Remoting with different applications like logmein123, Teams and resolving the user issues and co-ordinating with different teams to resolve the issue. Involvement in procurement activities and deploying softwares via SCCM.</li> </ul>		

## Application Support Lead – Exela Technologies.

<b>Project Domain</b>	IT Infrastructure	<b>Project Title</b>	Banctec
<b>Customer Name</b>	Exela Technologies.	<b>Project Duration</b>	Aug,2019 to Nov,2020
<b>Project Description</b>	Exela Technologies is into Product Development and Support which it uses to service its own in house customers with location throughout the globe with its major role in developing applications ranging from HR, Payroll, Finance, Digital email, Beats(Salesforce Synonymous )etc.		
<b>Contribution</b>	<ul style="list-style-type: none"><li>• Provided as a spoc of critical issues from standpoint of incident management, dealing with priority issues related to applications developed in house for payment gateways, and service products related to HR, Finance, Payroll and provide a feedback to development teams related to performance and</li></ul>		

	<p>functioning after taking feedback from the customers. Efficient team management in a purely Product based environment.</p> <p>Provide product based application support for developed application and tested in house and be a part of the feedback system for analysis/upgrade. Provide 2<sup>nd</sup> and 3<sup>rd</sup> level support to partners, customers, vendors, clients. Maintain current and latest information to ensure the Digital workspace machinery performs smoothly and in given SLA.</p> <ul style="list-style-type: none"> <li>• Laterally giving feedback to Development team about the performance/behavior of the applications.</li> <li>• In constant touch with Server/Database teams for performance enhancement issues.</li> <li>• Serve as a POC for multiple application handles and regularly attend bridge calls for ongoing enhancements/developments.</li> <li>• Maintaining annual/quarterly reports related to application/analyst data for analysis.</li> <li>• Training and delegation of necessary responsibilities functions for smooth functioning.</li> <li>• Communicate effectively across the levels with Initiative for completion of objectives.</li> </ul>
<b>Technology Used</b>	<ul style="list-style-type: none"> <li>• Support on Beats (<b>Salesforce</b> synonymous app) for proposition initiation and handling its workflow throughout its lifecycle.</li> <li>• Responsible for maintaining quality of support for inbound emails, calls and chats and creation of tickets in TIMO ticketing system in a timely manner.</li> <li>• Support a plethora of applications related to HRMS, banking and ACH payment gateways, Payroll, Travel Expenses, and Digital Mail.</li> </ul>

## Sr.Associate Technical Support – Tech Mahindra

<b>Project Domain</b>	Automobiles	<b>Project Title</b>	Volvo
<b>Customer Name</b>	Volvo Services	<b>Project Duration</b>	Mar,2016 to Aug,2019
<b>Project Description</b>	Manage Volvo infrastructure library distributed across different location and provide Service Management and co-ordination from Production and shipping with the help of ITIL Management.		
<b>Contribution</b>	<ul style="list-style-type: none"> <li>• Manage incident management bridge calls with support teams, on-call support application teams and management Process Improvements – Identify and construct new process frameworks, as well as reviewing, recommending and documenting improvements to established processes.</li> <li>• Interface with LOB leads and managers – work to develop strategic relationships with key partners.</li> <li>• Ensure that the incident management process is followed and that incident and problem records accurately reflect actions taken to restore service; and that changes to Configuration Items are recorded.</li> <li>• Perform confidently and authoritatively in role of incident management subject matter expert and lead customer personnel in responding to fast paced incidents.</li> <li>• Ensure continuous training updates are developed and implemented.</li> <li>• Conducting training and technical assistance for qualified vendors/service providers.</li> <li>• Documenting and implementing correct procedures for knowledge -base referred by Suppliers/Vendors and Technical Staff.</li> <li>• Work as part of the Incident Management team to ensure that the performance of the team achieves the defined performance targets and KPIs.</li> </ul>		



	<ul style="list-style-type: none"> <li>• Provide a professional second and third technical support for Enterprise Level Customers.</li> <li>• Deployment of software packages and updates, troubleshooting and resolution related to SCCM.</li> </ul>
<b>Technology Used</b>	<ul style="list-style-type: none"> <li>• Microsoft o365, Bitlocker, PointSharp, Cisco AnyConnect Mobility, SCCM 2012, Exchange 2013, Sharepoint, OneDrive, Teams and collective O365 suite, Azure portal, McAfee Antivirus, JIRA Support, ServiceNow, Bit-locker Encryption.</li> </ul>

## Senior Program Analyst - IT – WNS Global Services

<b>Project Domain</b>	FMCG	<b>Project Title</b>	Dunn-humby
<b>Customer Name</b>	Tesco	<b>Project Duration</b>	Aug, 2013 to Mar, 2016
<b>Project Description</b>	Establish and maintain new clients into the IT Infrastructure and fulfill their IT requirement through Service Management for in-house and on field employees in Tesco UK		
<b>Contribution</b>	<ul style="list-style-type: none"> <li>• Efficient Active Directory administration and creating user id's through ADAM - Micro-strategy system administration and required troubleshooting.</li> <li>• Supporting the e-commerce website and the assisting with the know - how of the sites.</li> <li>• Appropriate assignment of incident to the concerned team in a timely manner by effective communication skills Co-ordinate efficiently with different teams with issues related to Applications/Server monitoring.</li> <li>• Analyzing Latency &amp; Ping of different servers like Linux, Windows and Database Servers – Tracert.</li> <li>• Domain Administrator which includes access to Create, Modify, Delete and also Grant access to any application or files on a OU of user account, group in a Domain.</li> <li>• Management of working relationships with clients and vendors.</li> </ul>		

	<ul style="list-style-type: none"> <li>• Providing after-hours On-call support on a rotation basis.</li> <li>• Active co-ordination with Vendor's follow-up for resolution of incidents and requests. Handling mailbox permission issues and configuration of outlook.</li> <li>• Subject Matter Expertise.</li> </ul>
<b>Technology Used</b>	ADAM – Micro strategy, Active Directory, Microsoft Office 2013, Exchange Admin Control, Point Sharp, VPN, Cisco CallManager. Good understanding of the Microsoft Endpoint Management suite, on- cloud and on-premises.

## Senior Executive Technology – Capita

<b>Project Domain</b>	Online Store Chain	<b>Project Title</b>	Next
<b>Customer Name</b>	Capita	<b>Project Duration</b>	Dec,2010 to Apr,2013
<b>Project Description</b>	Next UK provides an online repository of sales items and is a major store chain in the UK.		
<b>Contribution</b>	<ul style="list-style-type: none"> <li>• Working as Support Engineer for on call, Email or Live support for NEXT UK, NEXT Pune clients.</li> <li>• Help support a plethora of applications over the LAN concerning accesses and software packages.</li> <li>• Perform desktop installation, basic cabling, network monitoring, and troubleshooting of the network and systems residing on the network.</li> <li>• Work with Network Administration to identify and resolve user permission errors, provide and troubleshoot printer access, and manage AD group membership.</li> <li>• Install, configure, and troubleshoot desktop systems, workstations, servers, and network issues in a heterogeneous environment</li> <li>• Asset Management in inventory tracking of equipment.</li> <li>• Mainframe and Server Support maintenance – In house and remote.</li> <li>• Citrix Access Management Tool Administrator, Citrix server testing includes testing, rebooting the servers, if required to Enable or Disable Citrix server.</li> </ul>		
<b>Technology Used</b>	Citrix Management Console, Active Directory ,NICE recordingSoftware.		

	Microsoft Outlook and a host of software related to HR, Finance Payroll, Collections, IBM Mainframe, CitrixManagement Console, VDI desktops.
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### Technical Support Associate – Mphasis Pvt Ltd

<b>Project Domain</b>	Health Infrastructure	<b>Project Title</b>	Boston Scientific
<b>Customer Name</b>	Boston Scientific	<b>Project Duration</b>	Nov,2008 to Jan,2010
<b>Project Description</b>	Boston Scientific is into Health infrastructure with manufacturing products like pacemaker, body implants andmarkets its products in up to 160 + countries throughout the globe.		
<b>Contribution</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Incident Management with the aid of Remedy - BMC Software applications.</li> <li><input type="checkbox"/> Provide proactive communication to clients, account managers and project managers.</li> <li><input type="checkbox"/> Work closely with a multitude of teams for effective co-ordination and effective resolution of the issue.</li> <li><input type="checkbox"/> Provide First call Resolution to a range of issues and support application issues.</li> <li><input type="checkbox"/> Handle escalations effectively related to Server/Application issues on a daily basis.</li> <li><input type="checkbox"/> Maintain effective co-ordination between the Server, Storage and Backup teams.</li> <li><input type="checkbox"/> Manage incident and provide resolution in a timely manner. Worked as VPN administrator Version 5.0, Cisco Any connect Mobility Client along with Point Sharp. Blackberry Server – Recent &amp; Old Versions.</li> </ul>		

	<ul style="list-style-type: none"> <li>Blackberry Enterprise Server Administration.</li> </ul>
<b>Technology Used</b>	Cisco VPN, Citrix Management Console, Active Directory, BMC's Remedy, Blackberry Enterprise Server Point Sharp.

## PERSONALITY TRAITS

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- Keen Learner
- Patient
- Hardworking

## CERTIFICATION

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- Microsoft Exchange 2016

## EDUCATION

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### Mount St.Ann Convent School

Mount St.Ann Convent School, Talegaon Dabhade

### D.Y Patil College of Engineering

Diploma in Electronics and Communications

### Jaipur National University

Bachelor of Computer Applications (BCA)

## DECLARATION

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I hereby declare that the information and particulars stated above are true and correct to the best of my knowledge and belief.

Place: Pune

Akash M.Diwakar

