

# MURUGIAH DHANUSHKUMAR

LinkedIn ID: mdkumar | mdkumar@gmail.com | 925-858-4828

## SUMMARY

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- A motivated, result-oriented Solutions Architect with more than 19 years of extensive experience in latest Technologies involving various phases of IT projects – Ideation, Design, Development, Testing and Implementation in Telecom, Entertainment and Warehouse Industry.
  - Seasoned Architect responsible for analyzing/recommending overall end-to-end architecture, migrating monolithic applications to Microservices (CI/CD and SAFe (Scaled Agile Framework)).
  - Leadership skills include ability to lead and motivate co-workers from all backgrounds, creative problem solving and solution-oriented work style, decisive and confident decision-making and in-depth proficiency with recent technology trends.
  - Repeated success in solutioning IT projects from requirements to deployment, expertly manage technical support operations, diligently troubleshooting issues to identify root causes and prevent recurrence.

### – Award and Recognitions –

AT&T Employee Service Excellence Award | Four Top 10 Innovator Award for Top 10 ideas|  
Four Top 10 Social Innovator Award for community contributions | Three Executive Challenge Winners

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## TECHNICAL PROFICIENCIES

<i>Languages</i>	ASP, VB.NET, Embedded VB, JS, SQL, Java, Python, ReachJS
<i>DevOps Tools</i>	Eco Pipeline, Git, Maven, Jenkins, Docker, Nexus, Kubernetes, Splunk
<i>Tools and Technologies</i>	Eclipse, VS Code, Jira Align, Elasticsearch, Logstash, Kibana, Anaconda, Jupyter, Keras, TensorFlow, Nokia SMP- Model, Overlay & Workflow Builder
<i>Continued...</i>	New Relic, Oracle, MS SQL, Mediaroom TV2 (U-verse TV)

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## PROFESSIONAL EXPERIENCE

TECH MAHINDRA (AT&T CONTRACTOR, OUTSOURCED TO TECH MAHINDRA) 10/2019 to Present  
**Tech Specialist** – Performing same Solutions Architect role at AT&T in same team and organization.

AT&T SERVICE INC. 8/2007 to 10/2019  
**Solutions Architect** (8/2016 to 10/2019)

Provide solution architecture for a workflow engine that supports 10K customer care agents, 21K field technicians, and customers for broadband and TV services troubleshooting and resolution. Partner with Enterprise Architects and senior leadership to guide program and technology planning. Serve as vital resource for proof of concepts, production workflow issues, monitoring API performance and providing assistance on complex trouble tickets. Cultivate and maintain relationships with IT vendors.

### *Selected projects...*

- Key player in Digital Transformation of Omni Channel Support solutions on a new Integrated Digital Platform for all products. Support links: [att.com/support](http://att.com/support) and [att.com/outages](http://att.com/outages).
  - Provided technical solution, automation needs on att.com/support landing and product support pages for proactive/reactive troubleshooting, powered by Nokia Workflow Engine.
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- Spearheaded remote/connected home diagnostics functionality for proactively identifying customer AT&T TV/DirecTV/U-verse Set-Top-Box issues and recommending solutions to fix the device issues.

## **Principal Technical Architect** (11/2013 to 7/2016)

Provide architectural support during various life cycles of critical projects (from ideation consultation, IT Work Request architectural assessments, to architectural analysis and design); provide strategic directions and assistance on the overall architectural design and discussions of Mediaroom IPTV product integration with IT applications. Analyze application impacts for change requests, provide estimate for internal development and validate estimates from vendor development teams. Craft power point decks and architecture diagrams for application overviews; Writing technical documents in order to translate complex technical concepts.

### *Selected projects...*

- Played an instrumental role in complex blackout implementation for ESPN channels.
- Lead the IT development/test teams with testing strategies in complex Mediaroom environments with various server version, set-top-box client versions and different network configuration.
- Developed architecture documents, job aids and training documents for Mediaroom features and complex OSS/BSS APIs IT integration.

## **Senior Technical Architect/Technical Architect/Senior Analyst** (8/2007 to 10/2013)

Perform as a subject matter expert for the testing team in the areas of application knowledge and interfacing IT apps with Mediaroom in multiple test environments; Submit TSS exceptions to meet AT&T standards; Lead the test team in developing over all test plans and test strategy based on release specific scope; mentor other team members. Technical lead for several releases performing functional, non-functional, security and network related testing on Microsoft Mediaroom (IPTV) platform. Real-time testing includes IPTV Provisioning, U-verse Clients for various make & models including XBOX.

### *Selected Accomplishments...*

- Received Service Excellence Award for my contribution and support provided for U-verse Media server migration and interactive applications testing on set-top-boxes.
- Played a key role in software and network migrations, guided the test and operation teams in testing the MOP in preproduction environment before production roll out.

3i People Inc.

4/2005 to 7/2007

## **Programmer Analyst**

Responsible for integration testing AT&T SDP/IPTV applications for several releases. Analyze, troubleshoot and resolve defects in an integrated system test environment. Quickly learned and master AT&T/Mediaroom applications, demonstrated outstanding application knowledge and technical skills, consistently receiving rave reviews from business, operations and IT application teams.

*Excelled in previous roles as Senior Consultant for Factory System Pte Ltd., in Singapore (2002 to 2005) and as an E-commerce Consultant for Amekia Alliance Pte Ltd., in Singapore (2000 to 2002).*

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## **EDUCATION & CERTIFICATIONS**

Bachelor's Degree in Computer Science & Engineering (B.E.), University of Madras | Microsoft Certified Application Developer (MCAD) for Microsoft .NET | IBM AS/400 & IBM ES9000 Certifications | Artificial Intelligence, [Advanced Computer Vision](#) & [Deep Learning Nanodegree](#), Udacity Online Learning.