



Dipankar Baishya

Sr. Software Engineer

My Contact

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📍 Kolkata India

Hard Skill

- BSS L1/L2 Support
- Incident Management/Problem Management
- Change Management
- Docker, Linux, GIT, SQL/PL-Sql, Unix/Python/AWS/Azure

Soft Skill

- Client Management/Escalation Handling
- Comprehensive problem solving abilities
- Monitoring and Observation
- Good Team Player

Education Background

- sikkim manipal institute of technology
BSc in Information Technology
Completed in 2008

About Me

With an experience of 13 years in Application support/Incident Management/Change Management which includes telecom OSS/BSS (e.g. Billing, Provisioning, Order Management, Inventory Management, Sales and Services Management, Number management, Escalation handling. I have worked in all most all the Phases of Software delivery (e.g. requirement gathering, product development and configurations, workshop and training, rollout, Post go-live support, Production & Operation Support

Professional Experience

Tech Mahinda. | Vodacom Safaricom Ethiopia

2022 – Present

Key responsibilities:

- First level Tech support & Application Monitoring using Splunk
- Trouble Ticket Management & Escalation Handling.
- Following up aging issues and collecting RCA
- Monitoring Remedy for proper ticket assignment and coordinate with L2/L3 team for P1 issues
- Responsible for applications like CRM, EKYC, Mediation, VAS, CVM, Tibco, Big Data, RAFM, BIG Data, EDW etc.
- Establishing change management process & ensure minimum disruption of IT services during change window.
- Evaluate request for change, Determine the impact and identify unwanted risk.
- Work closely with stakeholders to ensure effective communication and Monitor progress of the change .
- Ensures approved changes are implemented and meet their objective.
- Implementation review of all the changes.
- Tabling bridge call for critical issues and change activity
- Creating documentation as required such as Knowledge Base Documents and SOP

NSEIT Ltd. | IT Engineer

Key responsibilities:

- First level Tech support & Application Monitoring
- Trouble Ticket Management & Escalation Handling.
- Monitoring Remedy and coordinate with L2/L3 team for P1 issues
- Collecting RCA, Client Management, Escalation handling
- Worked on BMC Remedy and HPSM for incident management.
- Team management for proper execution of assigned goals

Tata Consultancy Service | Software Engineer

BSNL CDR Project

Key responsibilities:

- Data gathering and validation (Inventory Data, Switch data, Commercial data, Payment Management System data)
- Post go live activities like UAT, Dummy data migration in mock environment, Signoff of important docs like data migration approval report, UAT report etc.
- Application Support for provisioning; Order Management, Inventory, Sales, CRS module
- Troubleshooting and Monitoring application issue and escalation handling.
- Experience in user administration 24 x7 on call production support, quick turnaround for end user requests, and Helpdesk support for user administration.
- BSNL billing database validating and cleansing activities before data migration.
- Client Management, Incident Management, Change Management
- Worked on BMC Remedy and HPSM for incident management.

Additional Qualification

- Oracle Database 10g under Oracle workforce development program at NIIT.
- Big data and Hadoop Certified professional

Personal Details

- DOB 31/03/1987
- Unmarried.

Tata Consultancy Service | Asst. Software Engineer

Vodafone Unify Project

Key responsibilities:

- Involved in pre billing implementation activities like data collection and validation, mock testing and UAT etc.
- Analyze the Inventory/Commercial/Provisioning/Billing/CRS Business issues for the proper resolution within the SLA.
- Application Support for provisioning; Order Management, Inventory, Sales, CRS module
- Monitoring and Tech support of application like PROVISIONING, Order Management, CRS, SALES, INVENTORY, CS, ACTIVATION, RETAIL issues.
- Expertise in analyzing and translating business requirements into technical specifications in collaboration with application developers.
- Coordinate with the application development, deployment team for any new implementation and application issue of CPOS and UPSS.
- Client Management, Incident Management, Change Management
- Worked on BMC Remedy for incident management.
- Team management for proper execution of assigned goals

Reliance Telecom Ltd. | GPRS & Black Berry Support Executive

Key responsibilities:

- GPRS and BlackBerry provisioning and application support.
- BB Email configuration.
- Impart Application training.
- Maintaining MIS report.

Achievements

Consecutively 2 quarters got best spoc award from Vodafone Unify Project.

Many times received BRAVO Award in BSNL CDR Project.

Awarded best team twice