**KARTHIK KAJA**

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**Summary**

* 11 Years of experience in Software Deployment, Operations, Project Management and Delivery (2009- Present)
* **Prince2, CSM certified , ISTQB-Test Manager**
* Experience in managing Full stack projects across various geographies
* Well versed with Telecom OSS & BSS, IT Delivery along with working experience of networks, Telecom products, Wireless & Wire line Domain
* Good knowledge on Ericsson’s product architecture with successful deliveries of projects across the globe
* Experience in
* **Project Estimation, initiation, execution and closure**
* Test strategy and Test Plan preparation
* **Effort estimation**
* Team management
* Successfully delivered projects in Australia, Saudi Arabia, Madagascar, Paris, Rwanda and Colombia.
* Experience in preparation various project related reports
* Validation, deployment & co-ordination in software process
* **Experience in End to End project execution of various functionalities in different projects such as Transformation, Greenfield Implementation, Upgrade etc.**

**Professional Experience**

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| **Ericsson Global services**1. Australia – CBiO Upgrade

Role: Manager: Development & Testing1. Colombia – Full stack Greenfield and transformation project

Role: Customer project manager1. Rwanda – Full stack transformation project

Role: Customer project manager1. Madagascar - Full stack transformation project

Role: Manager - Development & Testing1. Saudi – Ericsson Charging Migration project

Role: Test manager1. Australia – CBiO Managed services project

Role: Senior Solution Integrator | * Project Estimation and execution

Requirement gathering and analysis* Tracking the efforts of development team and configuration team
* Effort estimation of project resources and resource loading as per the project requirements
* Test strategy and Test Plan preparations
* Prepare daily and weekly status report
* Allocate work to Development team & testing team, Mentor/Support testers to understand the requirements and the implementation methodology
* Product level training
* Project Management & Team management (Includes line and report management activities)
* Supported customer during UAT phase
* Post production support
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| **Paradigm Creatives**Client :  Call Back service by StarscriberRole :  Implementation specialist | * Responsible for implementing and providing technical support for CLARO Chile call back service
* Currently working on different entities like Probe, Starscriber messaging gateway.
* Preparation and execution of System Acceptance Tests or verification of the service or associated hardware.
* Responsible for day-to-day administration activities - backups, archival, trouble shooting, updating patches, reports etc.
* Co-ordination with the Testing and R & D team for timely resolution of service requests
* Identifying the bugs in the application and the same escalating to R&D
* Trouble-shooting of issues by analyzing the appropriate Application and Database Logs and traces
* Implemented call back service for POC in TATA.
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| **Ericsson India Private limited**Client :  KAM Bharti Engineer Configuration managementRole : Lead Configuration management. | * Involved in completing CIP/IP rollout in PAN India.
* Closure of trouble tickets with in SLA.
* Handling Emergencies in coordination with second line support.
* Execution of change request for necessary configurations in the system.
* Involved in created SIGTRAN link creations
* Involved in new node integrations.
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**Achievements**

* High Impact award and letter of appreciation from CEO for high business impact – Ericsson, 2019
* President’s Award for successfully recovering and delivering a complex project on time – Ericsson, 2018

**Academic Profile**

* Bachelor of Engineering in Electronics & Communication Engineering from JNTU Hyderabad - 2007