**KARTHIK KAJA**

Manager, Ericsson Global Services Pvt Ltd. Email: [kajakarthik.03@gmail.com](mailto:kajakarthik.03@gmail.com)

linkedin.com/in/karthikkaja Mobile: +919632423300

**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**

|  |  |
| --- | --- |
| **Ericsson Global services**   1. Australia – CBiO Upgrade   Role: Manager: Development &  Testing   1. Colombia – Full stack Greenfield and transformation project   Role: Customer project manager   1. Rwanda – Full stack transformation project   Role: Customer project manager   1. Madagascar - Full stack transformation project   Role: Manager - Development &  Testing   1. Saudi – Ericsson Charging Migration project   Role: Test manager   1. 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 |
| **Paradigm Creatives**  Client :  Call Back service by Starscriber  Role :  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. |
| **Ericsson India Private limited**  Client :  KAM Bharti Engineer Configuration management  Role : 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. |

**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