**Chaitanya Mahamana**

Mobile: +91-9871351236

e-mail: chaitanyamahamana@gmail.com

To develop strong organizational and managerial skills by displaying the right behavioural attributes and prove as an asset to the organization by the right mix of knowledge and values.

**Summary**

* IT professional with 8+ years of experience in IT Industry as an Cloud Infrastructure, Application Deployment, Installation, IT Automation, Operations & Maintenance in the field of IT/Telecom.
* Currently working with Accenture Solutions Pvt Ltd., Gurgaon as a Cloud Services Operations Analyst
* Bachelor of Technology in Electronics and Communication Engineering.
* Effective communication skills, Customer handling, Excellent Analytical & Troubleshooting skills, Process Improvement, and Innovation skills.

**TECHNICAL SYNOPSIS**

* **Containerization**: Docker installation and running containers into on-premises environment and Cloud.
* **Deployments**: Micro services into on- premises and cloud environments.
* **Cloud**: Hands on experience AWS cloud tools like VPC, Security Groups, EC2 instance, Route 53, Elastic IP, AMI, ELB, Auto scaling, S3, EBS, RDS, Cloud watch, VPN, VPC peering, AWS Cloud Formation & Amazon Redshift.
* **DevOps**: Ansible, Git, GitHub, Jenkins & Terraform
* Monitoring: Nagios & HP OVO
* **Messaging Queue : Active MQ**
* **Operating System:** Linux, Solaris,Redhat, Centos (RPM), Ubuntu (Debian), Windows.
* **Databases:** MySQL
* **Application**: Java based Jboss, Apache HTTP
* **Tools:** Ticketing tool (**Remedy**), Project Management (**Jira**), Monitoring tool (**Nagios**, Icinga), Wireshark, Putty and Citrix.
* **Scripts:** Shell Scripting & Python.
* **IT :** Working on IT AWS Infrastructure.
* **Telecom:** Experience working with telecom infrastructure GSM, SDP, IN, VAS products like SMSC, USSD, MCA.
* **Miscellaneous**: Software Installation, configuration and management, excellent troubleshooting and debugging skills, exceptional problem-solving skills and good team skills.

**WORK EXPERIENCE**

* Vodafone Intelligent Solutions (\_VOIS) :- \_VOIS is a strategic arm of Vodafone Group Plc, creating value and enhancing quality and efficiency across 28 countries, and operating from 6 locations: Albania, Egypt, Hungary, India, Romania, and the UK. Over 26,000 highly skilled individuals are dedicated to being Vodafone Group’s partner of choice for talent, technology, and transformation.

Deputy Manager

* Project : APIX – API Exposure [Dec 2021 – Present]

Using APIGEE product to manage API gateway that enables communications and transactions between separate security domains of vodafone and external partners and 3rd parties. These APIs provide set of functions and data offered by VF internal building blocks eg. Billing, CRM etc.

* Working on Agile methodology and member of Devops Scrum F which is responsible for their infrastructure which is running on AWS Cloud.
* Using major AWS services like VPC, Lambda function, Auto scaling, Code commit, Opswork etc.
* Manging repositories on Github using git bash and AWS code commit
* Manage Jenkins jobs to run various scripts, password expiry, monitoring script, splunk dashboard.
* Using splunk queries to check the logs of the servers.
* Instana monitoring tool for various hardware alerts like disk space, memory, CPU etc.
* Using Kanban and JIRA sprint boards to update stories for Devops.
* Accenture Solution Pvt. Ltd :- Accenture is an American-Irish multinational professional services company headquartered in Dublin, Ireland. More than 4L employee in 120 countries.

Cloud Services Operations Analyst

* Project: Cloud Factory [Apr-2020 – Dec 2021]

Managing cloud Infrastructure of one of the premium client Dyson over AWS. We are managing more 20+ accounts and more than 300+ Linux servers.

* Working and managing infrastructure over AWS cloud.
* Using major AWS services like VPC, S3, Route53, cloud watch, EC2 etc.
* Configuration of Linux instances like File system, Disk space, Memory management etc.
* Using Ansible tool for linux configuration and management.
* Using python scripting language for Monitoring and other tasks.
* Ericsson Global India Pvt. Ltd :- Is a world’s no. 1  [Swedish](https://en.wikipedia.org/wiki/Sweden) multinational networking and telecommunications provider company headquartered in [Stockholm](https://en.wikipedia.org/wiki/Stockholm). More than 95,000 employees, with presence in 150+ countries.

DevOps/Cloud Engineer

* Project: FDP (Feature Delivery Platform) [Dec-2015 – Mar 2020]

Feature delivery platform act as provisioning platform for Airtel Bharti users through channels like USSD, IVR & WEB. Provisioning of many products like calling rate packs, sms packs and data packs. FDP caters the traffic from channels and matches with their product configuration and send the valuable charging ID to next Ericsson node i.e. AIR and SDP for charging the exact money from user. Like this FDP also providing many services tariff rates, bulk SMS notifications and much more.

* Worked on FDP where Java based Jboss servers was enabled which handling all traffic from mobile users of Airtel across PAN India.
* AWS and Docker containers in On-prem environments.
* Handling Front end application traffic using Jboss application
* Creating resources in AWS Cloud like EC2, VPC, ELB, Autoscaling, Security Group, Cloud formation templates.
* Experience on working on DevOps tools e.g. GIT & Jenkins.
* Platform knowledge of LINUX
* Configuration for many Bharti products like parent child (SBB), shared account
* Hands on experience on tools like Ticketing tool (Remedy), Project Management (Jira, Confluence).
* Deployment and testing of new products by UAT and APIs
* Actively involving in troubleshooting of any issue.
* Publish many reports like TPC, revenue, failure reports by scripts.
* Nagarro Software Pvt. Ltd:- Is a Germany based  [software development](https://en.wikipedia.org/wiki/Software_development) and [business consulting](https://en.wikipedia.org/wiki/Business_consulting) company that provides consulting and technology services company. More than 5000 employees, with presence in 20 + countries.

Associate [May 2014 to Dec 2015]

* Project: FDP and Vodafone
* Daily Operations of FDP and their Products of Airtel Store (129).
* Maintenance and monitoring of their Linux servers across PAN India
* Barring & Un-barring of 3G/4G LTE services through EMA & HSS nodes.
* Manage the scripts for Daily revenue reports, TPS reports, CGR reports.
* Worked on tools Nagios for Monitoring & JIRA for ticket management.
* Mahindra Comviva Pvt. Ltd :- Is a Indian company is a VAS provider for mobile operators. 1700 + employees with presence in 15 + countries.

VAS Engineer [July 2012 to May 2014]

* Project : Bharti MS (Managed Services) project

Managing VAS for Bharti across PAN India. Many VAS products traffic from users to application servers. Monitoring of their nodes, health-checkup, migration activities, traffic blocked activities. Check error logs, failure reason for MCA, SMSC, CRBT & IVR.

* Monitoring, Ticketing of VAS products – MCA, CRBT, SMSC and IVR.
* Worked on HP\_SM & HP\_OV tools for raising TT (trouble ticket) and IMs (Incident Management) and service monitoring of Nodes.
* Daily Analysis i.e. Health check-ups of systems Servers of MCA, CRBT and SMSC.
* Having experience of Dealing on Telenity, Bubble- Motion, ONE97, Mcarbon and Naunce ISV’s.
* Inform the ISV/Airtel and helpdesk in case of any Outage and follow up with ISV for the closure of the issue.
* Ensure the smooth running of all services.
* Proper analysis of SR (Service Request), CR (Change Request) and IMs reports on daily basis and daily service delivery dashboards.

**Certification & Trainings**

1. AWS Certified Cloud Practitioner – Passed on Nov 10, 2020

Networking skills

* TCP/IP
* UDP
* SMPP
* SS7

**Academic Project Details at ALTTC Centre (BSNL)**

Functioning of Telecom network overview for 45 days at Ghaziabad

And final year project on Automatic vehicle security system.

* DTMF mobile tone and other telephonic equipment.
* Provide the security systems to the vehicle also trace them.

**Academic Credentials**

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| --- | --- | --- | --- | --- |
| **Examination** | **School/college** | **Board/University** | **Year of Passing** | **%** |
| **B. TECH (E.C.E)** | K.P. Engineering College, Agra | UPTU, Lucknow | 2012 | 64 |
| **12th Class** | J.M.P School, Agra | C.B.S. E | 2008 | 62 |
| **10th Class** | J.M.P School, Agra | C.B.S. E | 2006 | 63 |

**Personal Vitae**

Father’s Name : Mr. Rajesh Mahamana

Marital Status : Married

Date of Birth : 24-07-1989

Permanent Address : L-2/259 Shaheed Nagar, Agra,

U.P- 282001.

Current Address : 2913 Ground Floor, DLF Phase 4, Gurugram.