PARAG GHATOL

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CURRENT STATUS

A highly driven **Software Engineering professional** having diversified experience of about **15 years** in ITSM and Telecommunication OSS/BSS, Service Assurance domain. Currently working as **Associate Technical Architect (Engineering Manager)** at **Virtusa Consulting Services Pvt. Ltd., Pune.** Strong history of managing highly effective teams to plan and execute complex projects within stringent timeframes. Well versed in building positive relationships with customers and other stake holders from different geo locations. Hands-on experience in implementation, development, customization, upgrades, performance improvement with BMC Remedy AR System, ServiceNow ITSM, CSM, Atrium Orchestrator, CMDB, Service Now (SNOW), Telecom CDR mediation, interconnect billing, network service provisioning, application migration, upgrade, data migration, Inter & Intra data center application migration, Production Application Support Management.

PROFESSIONAL WORK EXPERIENCE SUMMARY

Employer Name	Designation	Years	From	To
Virtusa Consulting Services Pvt. Ltd. (India), Pune.	Associate Architect-Technology / Associate Engineering Manager	5+ Years	Sept 2018	Till Date
HARMAN Connected Services (India) Pvt. Ltd. [a SAMSUNG company]	Technical Lead - Product Development	6.2 Years	April 2012	Sept 2018
HARMAN Connected Services UK Ltd. [On Site - England, UK]	Technical Lead - Product Development	1 Year	Oct 2016	Oct 2017
GlobalLogic India Pvt. Ltd. [a HITACHI Group Company]	Senior Product Support Engineer	6.5 months	Sept 2011	April 2012
Xalted Information Systems Pvt. Ltd. [iAcuity Telco Solutions Pvt. Ltd.]	Implementation Engineer	3 Years	Sept 2008	Sept 2011

CORE COMPETENCIES

- Application Support Management
- Production Support
- Transition Management
- Incident Management
- Team Lead

- Business Analysis
- Client & Vendor Interaction
- Change Management
- Application Upgrade / Migration planning and execution

- Release Management
- Understanding of Telecom CDR mediation, interconnect billing, network service provisioning

TOOLS AND TECHNOLOGIES

- ServiceNow CSA
- ServiceNow ITSM, CSM
- BMC Remedy AR System
- BMC Remedy ITSM

- ITIL v4 & SRE foundation
- Telecom Service Provisioning
- Telecom CDR Mediation
- Data Migration & reconciliation

- Microsoft Power BI
- Linux/Unix, SQL, PL/SQL
- CMDB, BAO
- Oracle, Java, JavaScript

RESPONSIBILITIES

- Plan and execute production application upgrades, code deployments, and DR switchover testing, ensuring minimal downtime and maximum reliability.

- Collaborate closely with Development, Design, and Production support, On-site teams to streamline project workflows and enhance product quality.
- Oversee Incident, Problem, Change & Release Management processes to maintain the stability and efficiency of IT services.
- Lead and manage the Production support team, ensuring high performance and adherence to service level agreements (SLAs).
- Conduct daily status and progress calls with technical and development teams to track project milestones and resolve issues promptly.
- Serve as the Single Point of Contact (SPOC) for all in-life project issues, facilitating effective communication and issue resolution.
- Handle escalations efficiently and manage the weekly on-call Rota and support shifts to ensure 24/7 coverage.
- Drive product enhancement initiatives and actively work on reducing defects and incidents through a structured program.
- Act as the primary SPOC for client and vendor communication, fostering strong relationships and aligning project goals.

AWARDS & RECOGNITION

- **Dream Team Award -** (Q2 FY2023) (Virtusa Consulting Service)

  "For exemplary performance & Contribution to BT Service Assurance in Q2 FY23"

- **iLead – Leadership Principles** – Nov 2022 (Virtusa Consulting Service)

  Synergist - For acting as a rallying point for the team

  Extra Miler - For performing above and beyond to get results

- **Above & Beyond Award** (Q2 FY2021) (Virtusa Consulting Service)
- **Hall of Fame Award** - May 2016 (Harman Connected Services)
  Citation: "For his contributions in supporting E2E testing for NGSD. For being the Go-To person in the test support team."
- **Going Extra Mile Award** - August 2015 (Harman Connected Services)
  Citation: "He has impressed with his sincerity and clarity of thoughts. He shows good diligence in resolving issues. He is never adamant but can be firm if need be."

TRAINING, CERTIFICATIONS & COURSES

- ServiceNow Certified System Administrator (SNOW CSA)
- BMC Certified Administrator: BMC Remedy AR System 7.6.04 (Part 1, 2)
- BMC Certified Administrator: BMC Atrium CMDB 7.6.04 (Part 1,2,3)
- BMC Atrium Orchestrator 7.8: Foundation Course (Part 2)
- The Complete ServiceNow System Administrator Course
- The Complete ServiceNow Developer Course
- ITIL v4 Foundation
- Microsoft Power BI Desktop for Business Intelligence
- Project Management Fundamentals
- Google – Generative AI Fundamentals
- SRE Foundation
- Career Essentials in Generative AI by Microsoft and LinkedIn
- Introduction to Computer Hardware & Networking from IIHT
- E-commerce Programmer certificate course from NIIT with e-commerce website project with Java, HTML & MS SQL Server.

TECHNICAL KNOWLEDGE & HANDS ON EXPERIENCE

Development Platform : **ServiceNow, BMC Remedy Action Request System,**

Modules : **ITSM (IM, PM, AM, CM, RKM, SRM), CSM, CMDB, BAO**

Programming Language : **C, C++, Java, Linux Shell Scripting, PL/SQL.**

Web Technologies : **HTML, Java Servlets, JSP, XML.**

Operating System : **Windows XP, DOS, Unix, Linux, IBM-AIX**

Database System : **Oracle 9i, 10g,12c, 19c, MS-SQL Server, SQL, PL SQL**

System Administration : **Red Hat Enterprise Linux 5.**

Software Tools : **MS Power BI, Oracle TOAD, SQL Developer, SQL Navigator, Putty, MobaXterm, WinScp, MS Office (Word,Excel,PowerPoint)**

EDUCATIONAL QUALIFICATIONS

Degree : Bachelor Of Engineering (B.E.) - [Computer Science & Engineering]
College : S.S.G.M. College of Engineering, Shegaon, Maharashtra.
University : Sant Gadagebaba Amravati University, Amravati, Maharashtra, India.

PROFESSIONAL WORK EXPERIENCE

BT (British Telecom) – BT Service Assurance [NGSD] – Telecom Service Assurance Sept-2018 to June-2023	
Employer	Virtusa Consulting Service Pvt. Ltd.
Role	ASM Lead [Associate Architect-Technology]
Technology	BMC Remedy AR System, ITSM, ServiceNow, CMDB, AO, Linux, Oracle 19c
Description	Development, implementation, and maintenance of NGSD [Next Generation Service Desk] ITSM.
Responsibilities	• Planning and Managing Production application upgrade and code deployment & support activities. • Running daily status and progress calls with the technical and development team. • Release planning and management. • SPOC for all inlife issues for the project. • Escalation handling. • Running product enhancement and defect reduction program. • SPOC for product vendor communication.

British Telecom – Telecom Service Assurance - Nov 2014 – Sept 2018	
Employer	HARMAN Connected Services (India) Pvt. Ltd. [a SAMSUNG company]
Role	Technical Lead - Product Development
Technology	BMC Remedy AR System, ITSM, CMDB, AO, Linux, Oracle 19c, Linux, Pulse Secure ZXTM Load Balancer.
Description	Development, implementation, and maintenance of NGSD [Next Generation Service Desk] ITSM.

Responsibilities	• Leading on-site ASG team at UK client's site
	• Planning and executing Live code deployment activities, Customer migration support.
	• SPOC for all production environment and issues.
	• Development, customizing remedy forms & workflow objects, Trouble shooting, Log analysis, Error resolution, Configuration for Remedy AR System and ITSM application.

BMC Softwares – Remedy Technical Support - ITSM - Apr 2012 – Nov 2014

Employer	HARMAN Connected Services (India) Pvt. Ltd. [a SAMSUNG company]
Role	Technical Analyst
Technology	BMC Remedy AR System, ITSM, CMDB
Description	BMC Remedy Technical Support for APAC and EMEA region clients
Responsibilities	• To analyze and provide the solutions for the technical issues related to BMC Remedy AR System based products ITSM (Incident Management, Problem Management, Asset Management, Change Management) and ITSM foundation data configuration for the BMC's Strategic and premier customers & Partners from EMEA & APAC region countries.
	• Conducted Remedy AR System training for TMG team members.
	• Coordinating with management and HR team and conducting technical interview round for recruitment of new team members. Responsibility.

BMC Softwares – Remedy Technical Support - ITSM - Sept 2011 – Apr 2012

Employer	GlobalLogic India Pvt. Ltd. [a HITACHI Group Company]
Role	Technical Analyst
Technology	BMC Remedy AR System, ITSM, CMDB
Description	Development, customization, and maintenance of BMC Remedy ITSM
Responsibilities	• Technical Analyst for BMC Remedy AR System, ITSM (Incident Management, Change Management, Problem Management, Asset Management, Knowledge Management) and Atrium CMDB products.
	• Supporting customers from EMEA and APAC region countries as part of Premier technical support team.

Mahanagar Telephone Nigam Limited [MTNL] – CB-CRM [Convergent Billing & Customer Relationship Management]- Sept 2008 – Sept 2011

Employer	Xalted Information Systems Pvt. Ltd., Mumbai. [iAcuity Telco Solutions Pvt. Ltd.]
Role	Implementation Engineer
Technology	Oracle PL/SQL, IBM AIX, BMC Remedy AR System
Description	Development, customization, and maintenance of BMC Remedy ITSM

Responsibilities	• Implementation & Configuration of our Telecom (OSS / BSS) Software Products on Client's servers.
	• Remedy (AR System) Data Migration & Validation for Oracle Database.
	• Conducting Data Migration Acceptance Test (AT) with Client.
	• Requirement gathering and analysis.
	• System Integration Testing.
	• Remedy (ARS) Application & Database Restoration Demo.
	• Single Point of Contact (SPOC) for Client-side Technical Issues & Internal SIT.
	• Analyzing the Clients Requirement, Design the Workflow & Implement the Functionality in co-ordination with Development Team.
	• To look after day-to-day Operation and give Production support to client's queries and problems.
	• To support the project teams to enable timely solution delivery.

COLLEGE LEVEL EXTRA CURRICULAR ACTIVITIES

- Passed C certificate examination of NCC (National Cadet Corps) with B grade as Junior Under Officer (JUO).
- Attended Thal Sena Camp & Annual Training Camp of NCC as Camp Senior.
- Represented College at University level Youth Festivals in Fine Arts & Drama events.
- Worked as Layout Artist for 'TATWADARSHI' College Magazine.
- Active member of college cultural festival management team.

PERSONAL DETAILS

Name :	Parag Subhash Ghatol		
PAN Card No., Adhaar (UID) No. , DOB :	Available as per request.	Nationality:	Indian
Gender :	Male	Marital Status:	Married
Passport No.:	Available as per request.	Passport Valid Till :	02-Jun-2024
Languages Known :	English, Hindi, Marathi	Permanent Address / Home Town:	Akola, Maharashtra.

I hereby declare that the information given above is true to the best of my knowledge.

Place: Pune

Date: **Parag Subhash Ghatol**