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PROFILE SUMMARY

With an MBA in IT and Operations, a B.Sc. in Information Technology, and GNIIT in Software Engineering, I offer over 11 years of comprehensive experience. My skills encompass project coordination, implementation, QA, operations, and team management across Telematics, IoT, VoLTE, RCS, ERP systems, and building automation. I have demonstrated excellence in the telecom, e-commerce, FMCG, and security system industries. Renowned for my technical acumen and strategic approach, I consistently deliver impact solutions.

Currently seeking opportunities to utilise my expertise in driving operational excellence and technological innovation in challenging professional environments

Career goal: to leverage technical skills and leadership abilities to drive innovation in advanced technology solutions. Productive employee with proven track record of successful project management and producing quality outcomes through leadership and team motivation. Works with clients to determine requirements and provide excellent service.

Experienced in overseeing quality assurance processes, managing teams, and implementing best

MRIDUL MANNA

EXPERIENCE

January 2018 - Current

Sr. Software Engineer – QA & Implementation Marquis Technologies Pvt Ltd | Kolkata, India

Job Role: Project Circle QA Management, Implementation, Operation Management, and Project Coordination.

Client: Reliance Jio Infocom Limited.

Projects: Connected Car, Fleet Management System, and Vehicle Management System.

Any vehicle or car that can connect to the internet is called a connected car. Usually, such vehicles connect to the internet via WLAN (Wireless Local Area Network). A connected vehicle can also share the internet with devices inside and outside the car, and at the same time can share data with any external devices or services. Connected vehicles can always access the internet to perform functions or download data when requested by the user.

A connected vehicle comes equipped with a host of smart, convenient features. The features of connected car technology improve the overall driving and ownership experience, and also add a safety net with its advanced security features. Below are the smart features of a connected vehicle.

A connected car is always connected to the internet via an embedded chipset or SIM card, and it can access the internet, provided there is stable wireless network coverage. Connected vehicles can also provide onboard WiFi connectivity, download over-the-air updates released by the manufacturer and access other online apps and services.

Projects list:

Integrated critical alerts and business reporting services into telematics solutions.

- JioTelematics portal.
- Fleet Management System (FMS).
- JioMotive.
- JioAssettl.
- Jio Humsafar.
- My Skoda connects.
- My Volkswagen connects.
- JioThings.
- ARAI, CDAC, and NIC.
- Modules list.
- Vehicle management system.
- Cargo and logistics management system.
- Super admin management.
- Fleet owner and site administration management.
- Tenant administration, user management.
- Track and Trace, and Trip analysis.
- Geofence and time fence.
- Sensor management.
- Driver behavior management.
- Route management service.
- Data Storage Management Service.
- E-way module.
- Report module, etc.

practices to ensure product excellence. Demonstrated ability to improve operational workflows and foster culture of continuous improvement. Proven track record of delivering high-quality results within fast-paced environments.

SKILL PROFILE

- Operations Management
- QA and Implementation Management
- ERP Consultant
- Administration
- ERP Implementation & Administration
- API testing
- IoT
- Telematics
- Defect tracking
- Project Coordination
- Project management
- Vendor management
- Team leadership
- Data analysis
- System testing
- IBM
- Unit testing
- Agile
- IoT device management
- Functional testing
- Customer issue resolution
- Technical documentation
- Team coordination
- Client relationship management
- User training
- Control systems operation
- Problem solving
- Testing solutions
- Software testing

Many types of IoT devices are available, which are connected to vehicles, communicate with the platform, and reflect data on the application/portal.

Domain: IT and Telecommunications.

Platform – Telematics.

Team size: 10.

Location – Mumbai and Kolkata.

Responsibilities:

- Circle QA Team Management.
- Project operation management for the east and north-east circles.
- Defect management and maintenance of bug tracking.
- Vendor management.
- Provide support to the team to resolve customer issues.
- Provide project live demos to customers such as Kolkata Traffic Police, Toyota Khargpur, and Sanjivni Hospital.
- Coordinates with the team for collecting test results and prepares consolidated reports.
- Create test cases and execute them for Connected Car services for applications and IoT devices.
- Monitoring IoT data on applications like JHS, JioThings, and JioMotive.
- Change the IOT parameter configuration for implementation on IOT devices.
- Issue analysis in device logs.
- Provide project live demos to customers such as Kolkata Traffic Police, Toyota Khargpur, and Sanjivni Hospital.
- Process for IoT device flashing with QPST/QFIL tools and taking LTE logs from QXDM tools.
- Perform functional test cases for multiple projects such as Jio Telematics, Jio Motive, Jio JioAssettl, Jio Humsafar, JioThings, My Skoda, and My Volkswagen for web and Android/iOS applications.
- Involving device firmware testing.
- Verifying raw data packets for ARAI and CDAC.
- Involved in CDAC certification at Kolkata RTO.
- Perform API testing.
- Coordinate with the development and deployment team for issue debugging.
- Prepare daily project progress reports.
- Coordinate with Circle CTO teams for customer issue resolution.
- Coordinate with the team for SCOMO, DESCOMO, and FOTA testing through the Redband software management system.
- Prepare daily SLA reports and prepare daily project progress reports.

Environment: IoT, Telematics.

Tools: CLM, DevOps-Azure, MQTTBox, JIRA, QXDM, PuTTY, TeraTerm, Sat-Track, GPS_TTFT, Postman, and Wireshark.

March 2016 - December 2017

Specialist Test Engineer Sasken Technology Ltd | Kolkata, India
Payroll: ALP Consulting Ltd (March 2016 to Dec 2016).

Job Role: QA and Project Coordinator.

Client: Reliance Jio Infocom Limited.

Project: Jio4GVoice (JioJoin/Jiocall).

Jio4GVoice (JioJoin/JioCall) from Reliance Jio Infocomm Ltd.

Jio4GVoice enhances your non-VoLTE 4G phone with VoLTE capabilities. Users can also use a non-VoLTE smartphone to make HD voice and video calls to any landline or mobile number, anywhere. You can also use these VoLTE features on your existing 2G/3G smartphones via JioFi. Jio4GVoice also supports Rich Communication

Services (RCS) in India. RCS has exciting features such as Rich Call, Chat, Group Chat, file share, location share, doodles, stickers, and many more.

Domain: IT and Telecommunications.

Platform - IMS (IP Multimedia Subsystem) / 4G.

Team Size: 10 (Pan India).

Location – Kolkata, and Mumbai.

Responsibilities:

- Perform platform-related test cases.
- Perform and create test cases for Rich Communication Services (RCS) features.
- Detect and accurately report problems found during testing, and coordinate problem resolution.
- Create test cases and prepare a test plan.
- Well versed in bug reporting, uploading, and defect tracking.
- Prepare many test reports such as sanity, regression, etc.
- Perform regression, sanity, verification, validation, and adhoc testing with different builds.
- Co-ordinate with the Development, Deployment, IP, and Client Validation teams to fix issues.
- End-to-end project coordination handled single-handedly in Kolkata's super core location.
- NOC support for projects related to the Kolkata data centre.
- Data management.
- Coordinate with the Kolkata super core CTO team for deployment.
- Log analysis of VVM, RCS, and issues.
- Prepare many types of reports daily.
- Maintain bug tracking.

Environment: RCS, VoLTE.

Tool: Wireshark, Tecktronix, JAZZ Team Server, IBM Rational Software, Putty.

February 2015 - March 2016

Retainer –ESMS Eureka Forbes limited | kolkata, West Bengal, India

Job Role: ERP Implementation, Technical Operation Management, and Project Coordination for W.B. and North East.

Project: ESMS (Euro Sathi Management System) ERP.

ESMS is a web-based ERP system which includes the Admin module, user module, Inventory module, Sales module, Indent module, HR module, Customer Complaint Management, Service module, etc. EFL implemented the ESMS system to handle PAN India business electronically through their business partners.

Domain - IT.

Platform - ERP.

Technology – SAP.

Team size: 8 (pan-India).

Location: West Bengal and North-East.

Responsibilities:

- ESMS implemented in business partners' locations for West Bengal and North East.
- ERP manual testing, including sanity and regression.
- ERP software end-to-end configuration at client location.
- Implementation of all ESMS systems in business partner locations.
- Prepare daily reports for each module.
- Identified issues and reported them to the development and deployment teams.
- Coordinate with the vendor, Development, and Deployment Team to fix issues.
- Provide training to users.

- Single-handedly managed around 90 business partners' systems through ESMS ERP software in West Bengal and the Northeast.
- Track secondary and primary sales data.
- Import and export many types of reports.
- ESMS system as per requirement.
- Use of the ERP implementation life cycle.
- Prepare daily indent order data and coordinate with the accounts team to generate the sales order number.
- SAP monitoring and performance use T-codes.

Environment: DBMS, ERP system.

Tools: SAP Logon 7.10, BAMPs.

January 2014 - October 2014

System Operator Honeywell Automation India Limited | Kolkata, India

Payroll: Randstad India Limited.

Job Role: Implementation and IBMS NOC Operational Support.

Client: Tata Consultancy Services (onsite).

Project: Honeywell EBI R3 10.1 and EBI R500.1.

Using Honeywell EBI R3 10.1 and EBI R500.1, I can control the building and campus with an automation system for security purposes. Like BOS, access control, biometrics, pox metrics, CCTV, PA system, LTS system, etc. Use SCADA technology for implementing the total system.

Domain - IT and Instrumentation.

Platform - IBMS.

Technology – SCADA.

Team size: 4.

Location – Kolkata.

Responsibilities:

- Operation of access control system.
- End-to-end technical NOC support for building management systems.
- Monitoring and control of the Building Operation System (BOS).
- Taken many types of BMS backups and restored data through an IP-based automation system.
- Backup and restore IP-based CCTV data.
- Manage the laptop tracking system.
- Handle the fire panel.
- Involved in handling a daily report, MIS reporting, and other related tasks.
- Use basic SQL commands for retrieving server-related reports.
- Ticket processing and closing.
- Client handling.
- Operation of the SCADA server.
- Solve operational-related issues.
- Manage and take daily backups of various types of IBMS (Integrated Building Management System) data.

Environment: Integrated building management system, SCADA.

Tools: EBI R500.1, R310.1, LTS, LAR, and HAMS.

LANGUAGES

English:  B2
Upper Intermediate

Hindi:  B2
Upper Intermediate

Bengali:  B2
Upper Intermediate

EDUCATION

01/2022

MBA | INFORMATION TECHNOLOGY, PRODUCTION & OPERATION MANAGEMENT

Swami Vivekananda Subharti University

Grade: A

01/2013

GNIT | Software Engineer

NIIT

74%

01/2012

B.SC-IT

Kuvempu university

67%

01/2004

10+2 | PCM

Tata College Chaibasa, J.A.C.R

01/2002

10th

Govt High School Barajamda, J.S.B.E

DISCLAIMER

I hereby state that the above information provided by me is true and correct to the best of my knowledge and belief.

PERSONAL INFORMATION

- Father's Name: LT ANIL KUMAR MANNA
- Mother's Name: ANUVA MANNA
- Brother's Name : LT MAYUKH MANNA
- Date of birth: 1987-02-20
- Gender: Male
- Nationality: Indian

CERTIFICATIONS

- PMP certification.
- Scrum foundation Professional. From Certiprof.
- Oracle from Oracle University via NIIT.

TECHNICAL SKILL

Technology : ERP, CRM , IOT, Oracle, IBMS , RCS, API, Telematics, SCADA. Basic Cloud Computing, LTE .

Protocol : SIP, MSRP, MQTT

OS : Basic Linux & windows.

Tools : Wireshark, Tektronix, JAZZ Team Server IBM Rational Software, HPSM, SAP Logon, QXDM, QPST, QFIL Postman, Jmeter, Devops-Azure .