

RITIK GUPTA

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Professional Summary

Customer-focused Support Engineer with over 2.5 years of experience in telecom and CPaaS platforms. Skilled in fault management, technical troubleshooting, and client communication. Adept with tools like Kibana, Grafana, MongoDB, and JIRA. Passionate about improving service reliability and user experience.

Technical Skills

Platforms & Concepts: CPaaS, UCaaS, CCaaS, REST APIs, Fault Management

Languages: C, C++, Core Java, SQL, HTML

Tools: Kibana, Grafana, MongoDB, Postman, JIRA, ServiceNow, WhatsApp Manager, UI, Homer

Frameworks: Basic AngularJS

Linux: Basic knowledge (terminal commands, logs, file handling)

Professional Experience

Executive – Fault Management (CPaaS, UCaaS, CCaaS Operations)

Bharti Airtel Ltd | Nov 2023 – Present

- Managed real-time operations within Airtel IQ, a cloud communication platform offering CPaaS, UCaaS, and CCaaS services, supporting enterprise clients across Voice, SMS, and WhatsApp.
- Acted as the first line of support for global businesses, resolving high-priority issues across communication APIs and cloud calling platforms.
- Ensured SLA compliance by analyzing and routing issues related to programmable voice, messaging, and contact center solutions.
- Utilized monitoring tools like Kibana, Grafana, and Homer to track API traffic, SIP signaling, and backend logs for CPaaS-based communication services.
- Used MongoDB and Postman for testing APIs, managing payloads, and investigating message delivery failures and voice call drops.
- Managed fault lifecycle using JIRA, from ticket creation to closure, including coordination with platform engineering teams.
- Provided E2E resolutions for enterprise-grade customers leveraging Airtel's IQ Voice, WhatsApp Business API, and SMS routing services.
- Contributed to operational excellence by maintaining daily reports and identifying recurring trends in cloud communication faults.

Application Support Engineer

Vinbox Martech Pvt Ltd | Nov 2022 – Nov 2023

- Monitored client traffic via dashboards and analyzed incidents.
- Raised and managed support tickets using ServiceNow.
- Assisted in troubleshooting by using Kibana for log analysis.
- Collaborated with senior tech teams for complex issue resolutions.

Content Developer (Intern)

HCL Technologies | May 2022 – Aug 2022

- Supported the development of educational and training materials for internal knowledge management systems.
- Assisted in organizing technical documentation and content formatting for software modules.
- Collaborated with content leads and SMEs to streamline documentation processes and improve readability for end users.

Education

Bachelor of Computer Application (BCA)
GL Bajaj Institute of Management – 2022

Senior Secondary (12th)
Modern National Public School – 2019

Secondary (10th)
New Sainik Public School – 2017

Projects**Garage Works – Java & SQL-Based Garage Management System**

Academic Project | Technologies: Java, MySQL, JDBC

- Developed a desktop application to manage vehicle entries and exits in garages.
- Designed a relational database in MySQL to store vehicle data, timestamps, and garage slot details.
- Built a GUI using Java Swing; implemented full CRUD operations with JDBC integration.
- Enabled tracking of vehicle types, entry/exit times, and real-time slot management.
- Focused on data normalization, indexing for performance, and enforcing referential integrity through keys.
- Demonstrated practical understanding of object-oriented programming, SQL, and database application development.

Certifications

Power BI – Credential ID: 5426338
SQL Database – Udemy

Interests

Cricket, Music