

CHANDRASHEKHAR MV

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PROFILE SUMMARY

- A dynamic professional experience in **Academic** and **IT service sector** in various roles: Project Management, Service Delivery Management, Customer Support Management, Escalations Management, Vendor/Partner Management, Planning and Procurement Management, Operations Management
- Expert in Delivery operations based on customer requirement and project management
- Expert in vendor management and partner relationship management
- Holds the distinction of conducting audits for Partners and vendors to ensure the Quality-of-service delivery, TAT, SLA, etc.
- Skilled in supervising operational planning and development and directing the day-to-day process operations
- Skilled in providing direction, motivation & training for ensuring optimum performance and implementation of performance management system for all the team members.

ORGANIZATIONAL EXPERIENCE - SUMMARY

1. Working as Assistant Professor in Computer Science & Engineering department from 10th Oct 2022 to till date.
2. Worked as a **SLA (Service Level Agreement) Manager** in FastLane Information Technologies Pvt. Ltd. from 16th May 2019 to 4th April 2022.
3. Worked as Assistant professor in GM Institute of Technology, Davanagere from 1st August 2011 to 31st Jan 2019.
4. Worked as a lecturer in GM Institute of Technology from 26th October 2006 to 31st July 2011.

Worked as a SLA Manager for implementing the Davanagere Smart City PAN City ICT project with following solutions:

SOLUTION 1: ICT INFRASTRUCTURE

- Satellite Command & Control Centre (Data Center)
- Network Backbone

SOLUTION 2: CITY SURVEILLANCE SYSTEM

The surveillance system will be a combination of Fixed Box and PTZ CCTV cameras. The CCTV cameras will be installed at major traffic junctions and other sensitive locations including schools, colleges, railway station, bus terminal, bus stops, markets, etc. At major entry/exit points of the city, Automatic Number Plate Recognition (ANPR) Cameras will be installed to capture registration numbers of vehicles entering and exiting the city. The video feeds will be recorded, stored and viewed at Full HD Video quality. The cameras will work on 24 X 7 basis and transmit quality video feeds to the CCC and Satellite Police Control Room.

Responsibilities:

- Designed the pole and Enclosure box for field where cameras are installed.
- Procurement of poles and boxes from manufacturers according to design.
- Coordinated with police department for fixing the CCTV camera angles
- Guiding in Setting the alerts for different camera feeds in VMS

SOLUTION 3: ONE CITY-ONE WEBSITE WITH MOBILE APPLICATION

It is a common Web Portal & Mobile Application for the city which will be the unified interface for specified citizens' services. It will serve as a common platform of information dissemination about Davanagere City and to deliver services online including payment of bills. The common Web Portal & Mobile Application will also allow Davanagere administration to engage with citizens through the use of social media and blogs, online polling platform, etc. In addition, there will also be Self Service Kiosks installed at select locations in the city to enable citizens to access information and services available through Web Portal.

Responsibilities:

- Designing the structure of website according to client requirements.
- Collecting the information information/data for website.
- Designed the grievance portal for public.
- Designed the Mobile application for public.
- Discussed and designed the online payment platform for the public with bank officials.

SOLUTION 4: HELP DESK (ONE CITY-ONE NUMBER)

One City-One Number is proposed as a unified ICT enabled telephonic helpline facility for Davanagere that will act as an interface between citizens and City Authorities to enable effective telephonic interaction.

An IVRS based call center Tollfree unique number for citizens to access and communicate with any Government Official gets required information, register and track complaints. The aim to setup a centralized call centre for the Davanagere city is to meet the requirement of information dissemination and grievance handing to cater to the needs of people.

Responsibilities:

- Designed the IVRS flow.
- Help Desk setup done by coordinating with BSNL team for Tollfree Number.
- Involved in employing help desk operators

SOLUTION 5: E-LEARNING CENTRES

E-Learning Centers will be the centers where citizens can access digital and print content for self-learning. They will be set up with the required infrastructure and will provide access to knowledgebase of digital library that can be utilized for learning, competitive exam preparations, personality development, capacity building, general knowledge, financial and digital literacy, language skills etc.

Responsibilities:

- Designed all interiors of e-Learning centers.
- Supervised the setup of e-Learning centers.

ACADEMIC EXPERIENCE IN GMIT

- Worked as **Placement Coordinator** of the department: Coordinated for campus interviews and **online exams**, Pre-placement activities conducted like Aptitude, English verbal and Programming skills.
- Did **NBA and ISO Coordinator** in the department
- Worked as a **Forum coordinator** of the department
- Coordinated Delta technical fest conducted every year in the college
- Coordinated Mallika event conducted every year in the college
- **Computer Hardware and Networking Training In IIHT**, Davanagere
- Attended workshop on “**Mobile Application Development using Android**” 16th and 17th June 2015 in GMIT

Award: Part of FP4.0, won 2nd prize in “Content Guru” contest of Inspire Faculty Excellence Award function held at Infosys Bangalore.

Academic Projects Undertaken

- Cyber monitoring and Network security.
- Home media server using UPnP.
- Hybrid Intrusion Detection with weighted signature over anomalous internet episodes.
- Spy Net
- A Robust data transfer Mechanism in **Wireless Sensor Networks**.
- Cryptography versus trust-based methods for MANET routing.
- **An Android Application on Optical Character recognition (RUSI award in Bangalore)**

Subjects Handled:

- Computer Concepts and C programming.
- Data Structure with C.
- Graph theory
- Unix and Shell Programming.
- Operating System.
- Computer Networks-1 & 2
- Network Management
- Software Engineering
- Object oriented analysis and design
- Software Architecture
- Artificial Intelligence (M Tech)

RESEARCH ACTIVITIES

SL No	Title of the Paper	Name of the Journal National/International	Volume, Page No. And month & Year of Publication	Author Details	Remarks
1	IMPLEMENTING OPTICAL CHARACTER RECOGNITION ON THE ANDROID OPERATING SYSTEM FOR KANNADA CHARACTER	International Journal of Current Research	Vol. 7, Issue, 05, pp.16456-16458, May, 2015	FIRST AUTHOR	PUBLISHED
2	OPTICAL CHARACTER RECOGNITION ON THE ANDROID OPERATING SYSTEM FOR KANNADA CHARACTERS USING KOHONEN NEURAL NETWORK	International Journal of Advanced Technology in Engineering and Science	Volume No 03, Special Issue No. 01, May 2015	FIRST AUTHOR	PUBLISHED

ACADEMIC PROFILE

Course	Institution	Qualifying Year
M. Tech (CS&E)	Bapuji Institute of Engg & Technology,Davangere	2009
BE (CS&E)	Bapuji Institute of Engg & Technology,Davangere	2006
Diploma in Computer Science	Bapuji Polytechnic shabanur, Davangere.	2002