

DEEPESH ARSH

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PROFILE

Technology professional and SFU Beedie MBA candidate with nearly 3 years of experience across enterprise application support, backend development, systems integration, and stakeholder coordination at Ericsson. **Helped sustain 99.99% application service delivery** by owning operational checks, root-cause investigation, issue prioritization, and cross-team resolution in telecom environments.

PROFESSIONAL EXPERIENCE

Solutions Integrator & Software Developer | Ericsson Global India | Sep 2022 - Apr 2025

- Helped sustain 99.99% application service delivery through proactive system checks, incident ownership, root-cause analysis, escalation, and coordinated resolution across technical teams.
- Supported 2 major telecom client environments - Telstra and du - spanning legacy migration, enterprise application operations, OpenShift, Kubernetes, and Informatica workflows.
- Developed and maintained Java, Spring Boot, and REST API services supporting internal application functionality and integrations across backend, platform, and data-flow layers.
- Served as a key operational counterpart for a business-critical application, independently prioritizing issues, tracking follow-ups, and translating stakeholder needs into technical actions.
- Created runbooks, troubleshooting guides, and process documentation; led knowledge-transfer sessions for senior colleagues to make recurring support work more reliable and repeatable.

Software / Data Intern | Blackstraw.ai | Jul 2021 - Aug 2021

- Built Python scripts and API-enabled web-scraping workflows to collect, structure, and prepare external data; debugged integration issues to improve workflow reliability.

Data Analysis Intern | NIIT | Jul 2019 - Aug 2019

- Analyzed quick-service restaurant datasets, identified business-relevant trends, and translated findings into clear outputs for non-technical audiences.

EDUCATION

Master of Business Administration (MBA) | SFU Beedie School of Business | 2026 - Present

Cumulative GPA: 3.90 / 4.00 | Focus: business analytics, operations, information systems, strategy, finance, and organizational management

Bachelor of Technology - Information Technology | Sikkim Manipal Institute of Technology | Completed

TECHNICAL & BUSINESS SKILLS

Development & Integration: Java, Spring Boot, REST APIs, Python, API integration, backend development

Platforms & Systems: Kubernetes, OpenShift, Informatica, enterprise application support, system integrations, data flows

Analysis & Delivery: SQL, Excel, PowerPoint, business analysis, requirements gathering, root-cause analysis, testing, process improvement

Collaboration: Stakeholder management, project coordination, technical documentation, knowledge transfer, incident resolution