

+91 9741955963  
Bangalore  
avinashrao.92@gmail.com

# Avinash Rao S

## Software Engineer

LinkedIn:  
[www.linkedin.com/in/avinashraos](https://www.linkedin.com/in/avinashraos)

Software professional with 4.5 years of experience in various testing tools, methodologies, and processes, focusing on enhancing software functionality and user satisfaction.

### WORK EXPERIENCE

#### Software Engineer / Diagnostic Help Desk

APR 2023 — Present

Mercedes-Benz Research and Development India (Third Party Payroll: Quess Corp Limited)

Bangalore

- Provided application support for tools to users through the ServiceNow platform. .
- Conducted documentation, tool testing, packaging, and software implementation for users.
- Delivered technical solutions through incident management and troubleshooting errors using tools such as DTS9, Monaco, ODXStudio, and the Diagnostics Portal.
- Conducted testing for ODX Studio 11.
- Coordinated with team members to evaluate and enhance software and hardware interfaces for tools.
- Demonstrated a strong ability to efficiently resolve customer issues while prioritizing SLA requirements.
- Actively participated in daily stand-up meetings.

#### Software Engineer / Second Level Support

FEB 2022 — MAR 2023

Mercedes-Benz Research and Development India (Third Party Payroll: Quess Corp Limited)

Bangalore

- Worked on the Xentry Support and Feedback platform.
- Provided consistent support for flashing, SCN coding, and driving authorization across all ECUs.
- Addressed XSF tickets by resolving customer complaints related to issues in Mercedes-Benz cars during ECU flashing and programming.
- Possess strong knowledge in analyzing event logs and troubleshooting errors.
- Collaborated with various teams to design and develop robust solutions that meet functionality, scalability, and performance requirements.
- Delivered regular and reliable diagnostic support to workshops, meeting SLA requirements by consistently maintaining a turnaround time of less than 24 hours.
- Debugged errors by offering both offline and online solutions to users in Flash Support file format.
- Collected feedback from the Customer Assistance Center (CAC) on resolved XSF tickets, analyzed the solutions, and forwarded them to the relevant teams.

#### Software Engineer / SD-Content Testing

OCT 2019 — APR 2020, FEB 2021 — Feb 2022

Bosch Global Software Technologies (Third Party Payroll: Quess Corp Limited)

Bangalore

- Conducted testing and functional validation of Electronic Control Units (ECUs) across various vehicle modules.
- Demonstrate excellent problem-solving skills by performing system testing, functional testing, Integration Testing and regression testing using tools such as ESITronic.
- Possess solid knowledge in vehicle simulation for vehicle brands like Ford, BMW, and Mercedes-Benz.
- Have a strong understanding of requirement analysis using the BDX tool and testing functionalities within vehicles.
- Actively participated in daily stand-up meetings and root cause analysis sessions.

### ACADEMIC PROJECTS

#### Automated Generation of Digital Elevation Model Over Steep Terrain in Antarctica Using High-Resolution Satellite Imagery

UVCE, Bangalore

OCT 2016 — OCT 2017, Bangalore

#### Indian Sign Language Recognition Using Eigen Value Weighted Euclidean Distance Based Classification Technique

JNNCE, Shimoga

JAN 2014 — JUL 2014, Shimoga

### SKILLS

skillsTools and Languages	UDS Protocol, CAN Protocol, Diagnostics, ECU Validation, ServiceNow, DTS9 Monaco, ODX Studio, Diagnostics Portal, Xentry Support, ESITronic, HP ALM.
Industry Knowledge	Java, SQL, Automation Testing.
Communication	English, Kannada, Hindi.
Certifications	ISTQB Foundation Level Certified (December 2022), Microsoft Azure Fundamentals AZ-900 (May 2023), Microsoft Azure AI-900 (October 2023), Microsoft Azure AZ-204 Developer Associate (Expired on December 2024), and completed the QSpiders testing course in manual and automation testing (2019).

### EDUCATION

M.E in Computer Science(GATE Qualified), University Visvesvaraya College of Engineering, Bangalore, 78.73 %	OCT 2015-2017
B.E in Information Science, Jawaharlal Nehru National College Of Engineering, Shimoga, 62.98 %	SEP 2010-2014
Second P.U.C, DVS Composite PU College, Shimoga, 89.83 %	2009—2010
S.S.L.C, Vikas High School, Shimoga, 96.48 %	2007—2008