

ABHISHEK KUMAR

Bangalore, India . +919883539490 . abhishekkumar.jnv566@gmail.com . <https://abhi5661.github.io/Portfolio/>

A motivated individual with in-depth knowledge of languages and development tools, seeking a position in a growth-oriented company where I can use my skills to the advantage of the company while having the scope to develop my own skills. Results-driven VoIP Engineer with 5 years of expertise in configuring and troubleshooting Cisco Devices.

Skills

HTML, CSS, JavaScript, jQuery ReactJs, Bootstrap, Visual Studio code, FrontEnd development, PL/SQL(Basics), Java(Basics), SIP, CUCM, UCCE, ICM, Service Now, Remedy, etc.

ACHIEVEMENTS AND CERTIFICATIONS

Problem Solving(Basic) Certificate by HackerRank

<https://www.hackerrank.com/certificates/a15928403c88>

Experience

- 5 years of experience as a Voip Engineer at TCS.
- Works on Incidents and Change Management.
- Involved in IP Telephony administration & maintenance of voice products – CUCM, Jabber.
- Configuring and troubleshooting Cisco IP phone registration issues (99XX, 89XX, 79XX, 88XX) in call manger and moving, adding, changing, deleting (MACD) and extensions.
- Configuration of user features such as speed dial, call forwarding, transfer, call park, call pickup, call forward all.
- Increased customer satisfaction by resolving issues
- Improved operations through consistent hardwork and dedication
- Resolved problems, improved operations and provided exceptional service
- Learned new skills and applied to daily tasks to improve efficiency and productivity

Projects

- Created 4 small project using html and css.
- Created 6 small projects using html, css and JavaScript.

Education

B.Tech in Electronics and Instrumentation Engineering, Techno India, Salt Lake

Aug 2014 – May 2018