

Abhishek Kumar

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. I am VoIP Engineer with 2.5 years of expertise in configuring and troubleshooting Cisco devices .

Work History

2018-07	VoIP Network Engineer
-	<i>TATA Consultancy Services, Bengaluru, Karnataka</i>
Current	<ul style="list-style-type: none">Looking for Web developer role to use my skills.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 allHandling IncidentsModify ICM script for basic changes.Increased customer satisfaction by resolving issuesImproved operations through consistent hardwork and dedicationResolved problems, improved operations and provided exceptional serviceLearned new skills and applied to daily tasks to improve efficiency and productivity

Education

2014-08	B. tech: Electronics & Instrumentation Engineering
-	<i>MAKAUT – Kolkata, Wet Bengal</i>
2018-06	<i>DGPA: 7.87</i>
2012-04	XIIth
-	<i>YDBS College – Saran, Bihar</i>
2013-05	<i>Aggregate Score: 74.2%</i>
	Xth
2010-04	<i>Jawahar Navodaya Vidyalaya</i>
-	<i>– Gaya, Bihar</i>
2011-05	<i>CGPA: 8.8</i>

Contact

D.O.B – 10/06/1996

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Portfolio

<https://abhi5661.github.io/Portfolio/>

Skills

- HTML
- CSS
- JavaScript
- React
- ICM
- CVP
- Peripheral Gateway
- Finesse
- IPT
- VoIP
- CUCM
- SIP Protocol
- Jabber