RESUME

SAJU BABU
Mobile: – + (91) 9552516525
E – Mail: - babu.saju@gmail.com

Objective: To pursue a career in Cisco Voice with challenging targets so that I can use my qualification & experience to provide highest level of technical support as well as customer satisfaction.

Professional Experience: Experienced in Incident & Change Management committed to maintaining cutting edge technical skills and up-to-date industry knowledge 13+ years of Experience in Telecom and IT industry.

Presently

1. **Employer   : NG Netserv**
   Process   : Cisco Voice Networking
   Designation   : Senior Voice Engineer
   Period   : 01st Dec 2021 to 16th Dec 2021

- Implementing Voice Service Request Contact Center, UCCE, UCCX.
- Working on Cisco Products – CUCM, CUIC, CVP, ICM, IPT, Jabber and WebEx.
- Handling of all incidents according to SLAs.
- Acting as an escalation point to expedite incident resolution.
- Chairing conference calls with participants including Service Managers, Technical Support teams, Clients and Third Parties.
- Work with onsite team and site contact on Voice service outages/ Issues.
- Raise change requests and implement changes under a change request.
- Manage multi cluster environment through BVSM/ VOSS, CUCDM & VoIP.
- Troubleshoot different types of faults on CUCM like Extension Mobility issues, phone registration issue, Pickup Group, Hunt Group, Voice Mail issue on CUCM etc.
- Check configurations for LAN switch ports. Change configuration under a change request if required.

SUMMARY OF THE PAST ORGANIZATION:-

2. **Employer   : British Telecom (BT)**
   Process   : Incident Management Voice
   Client   : Nationwide Building Society & Lloyds Banking Group (UK)
   Designation   : Technical Support Engineer- L2 Voice
   Period   : 14th Sep 2015 to 16th May 2019

Work profile / Responsibilities
- Implementing Voice Service Requests (IMACDD) within SLA.
- Working on cisco Products – CUCM , CUIC, IPT, Jabber and WebEx.
- Handling of all incidents according to SLAs.
- Acting as an escalation point to expedite incident resolution.
- Chairing conference calls with participants including Service Managers, Technical Support teams, Clients and Third Parties.
- Work with onsite team and site contact on Voice service outages/ Issues.
- Manage multi cluster environment through BVSM/ VOSS, CUCDM & VoIP.
- Troubleshoot different types of faults on CUCM like Extension Mobility issues, phone registration

- Issue, Pickup Group, Hunt Group issue on CUCM etc.
- Check configurations for LAN switch ports. Change configuration under a change request if required.
- Scope change for changes like reboot server, hardware swap out, create disk space on voice recording server.
- Analyse and Checks all the requests as per specified Business requirements and takes necessary actions up on that.
- Ensures all the requests are performed with in the given stipulated time and doesn't impact the Business.

3. **Employer**   : **Tech Mahindra Limited**
   Process   : **Change Management**
   Designation   : **System Engineer**
   Role   : **Change Analyst**
   Period   : **30th Sep 2013 to 9th Sep 2015**

Work profile / Responsibilities
- Handling tickets and interacting with Clients via phone calls & e-mails.
- Working for the Tracks T1 Operational change, IMACDD & CAT5
- Raising tickets in Expedio OM 360 Dash Board
- Monitoring queue on Smart & Expedio tool.
- Raising changes to resolve incidents & problem tickets. Advising incident & problem team with change deadline & priorities according to severity.
- Understanding the client's view, demand and accordingly taking the appropriate step and/or changes.
- Assure 100% SLA met.
- Chasing with different teams to complete the request & to maintain the overall SLA.
- Conducted Classroom training sessions for the New Members.

4. **Employer**   : **Avion Systems Pvt. Ltd**
   Client   : **Alcatel Lucent Managed Services India Pvt. Ltd**
   Designation   : **O & M Engineer**
   Period   : **1st Sep 2012 to 19th April 2013**

Work profile / Responsibilities
- Integration of NodeB via remote coordination with Field Engineers.
- Upgrading of NodeB Software.
- Clearing of NodeB and RNC alarms.
- Re-hosting of NodeB from one RNC to another RNC.
- Providing technical support tasks including fault diagnosis & troubleshooting of 3G Huawei BTS.
- Create and troubleshoot 3G Huawei BTS in the RNC and M2000.
- Preparing the NodeB Script file.

5. **Employer**   : **Avion Systems Pvt. Ltd**
   Designation   : **Sr. Engineer**
   Period   : **26th May 2009 to 16th June 2010**
   Achievement   : **Promoted as Project Coordinator**

Work profile / Responsibilities
- Co-ordination with the Technician & all Teams.
- Co-ordination for AT of sites.
- Creating Quality documents for quality Installation.
- Managing different issues occurred on sites.
- Co-ordination with the Customer.
- Follow up for the Clearance of WCC from the customer side.
- Daily reporting of status of sites to the customer and to the management.
- Giving Training to the site teams for quality Installation.
- Higher Customer satisfaction quality as per contract of company with the customer.

6.   **Employer**   **: SHIVAM INFOCOM PVT. LTD**
           Period   **: 1st May 2006 to 23rd May 2009**
           Designation   **: Project Engineer**

Job Responsibilities:

- Worked on Nokia (Ultra, Metro, Flexi), ERICSSON (RBS 2964, 2954, 2111) Motorola (H-1, H-2) & Huawei (3012 & 3900) BTS.
- Worked on transmission equipment like FXC RRI, E1T1, FIU 19E, NEC, MINI LINK, Traffic node, AXX & BSC.
- Clear TRX blocking & RBS fault.
- Done all type of cross connection in transmission equipment & defined protection.
- Check BCS Alarms & Resolve it on the spot.
- Providing protection for transmission media to reduce network outage.

EXPOSURE & KNOWLEDGE:

- 5 Years' experience in Telecom Sector.
- 6+ Years' experience in IT Sector.
- More than 3 years of experience in project coordination.
- Integrate & commissioned more than 700 sites.
- Fair knowledge about incident management & local monitoring on NOC
- Worked in Maharashtra, Karnataka, Kerala, Tamilnadu, Delhi, Haryana, Rajasthan & Punjab.

Awards and Recognition

- *Tech Mahindra* Cookie Award FY 14-15, Q2
- *British Telecom (BT) Best* Individual Performance Award of the Year FY 15-16

ACADEMIC EDUCATION:

- Passed Matriculation from K.V Malda in 2000 under C.B.S. E board (W. Bengal).
- Passed Intermediate from National Open School in 2002 under Delhi Board (New Delhi).

TECHNICAL EDUCATION:

- Passed Diploma from Luna Institute of Engineering in 2006 (Kerala).
  Sub: Electronics and Telecommunication Engineering.

CERTIFICATION:

- CCNA (Switching & Routing)
- CCNP (Switching)
- CCNA (Collaboration)
  Cisco ID- CSCO12208458
- ITIL V3 Foundation

PERSONAL PROFILE:

- Father Name   **:** P. G Babu
- Date of Birth   **:** 30th JULY 1983
- Sex   **:** MALE
- Marital Status   **:** MARRIED
- Nationality   **:** INDIAN
- Passport No   **:** N8194011
- Languages Known   **:** ENGLISH, HINDI, MALAYALAM

DECLERATION

I hereby declare that all the information furnished above is true to the best of my knowledge.

DATE:
PLACE: - Pune   **SAJU BABU**