Niral S. Patel

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| OBJECTIVES: |

Intend to build a career with leading corporate of hi-tech environment with committed & dedicated people, which will help me to explore myself fully and realize the depth my potential. Willing to work as a key player in challenging & creative environment, with hard work as my weapon and knowledge as my strength.

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| EXPERIENCE: |

1. Position : Assistant Manager

Department : Technology **(Core-Switch /Service Account Manager/Team Lead Cluster- CSO)**

Organization : Tata Tele Services Limited

Tenure : March 2009 to June 2015.

**Job profile / Responsibilities: Team Lead Cluster-(Customer Service Operation)**

Working as Cluster Head-CSO (Customer Service Operation)

* Responsible to Manage vendor Team.
* Vendor Performance Monitoring, Review, Rewards & Penalty Sign off
* Customer Experience Enhancement Programs
* Engineer Basic Training, Refresher Training
* Material Management for Vendor
* TRAI QOS Compliance
* Coordination with Access NOC for provisioning and installation.
* Field Constraint Resolution & SLA Monitoring

**Job profile / Responsibilities: (SAM -Service Account Manager)**

Worked as “SAM -Service Account Manager”.

* Being a prime owner of Key accounts, responsible for managing customer’s service life cycle post implementation.
* Handling customer faults and ensuring periodic communication to customer during any outages
* Investigation of technical problems, troubleshoot systems that are in operation and participate in the remedy of systems in case of critical situations.
* Relationship management across all levels in customers organization as well as with internal teams
* Responsible for quality installation of high end Data products eg: MPLS, ILL, LL, PRI etc; ensure WCR submission to customer & internal stakeholders
* Customers escalation management and ensure continuous improvement in C-SAT score
* Organize Preventive Calls and Implementation of proactive maintenance procedures to ensure Uptime SLAs and reduction in Repeats complains
* Prepare Trend Analysis of Issues and drive Actions through different teams
* Support in introduction of new technology/roll out and focus on cost saving

**Job profile / Responsibilities: (Core-Switch)**

Worked as “ Core-Switch Engineer”.

* Responsible for Operations & Maintenance Performance of Ericsson (Wireless), Huawei GSM,ZTE NGN Switch& Lucent Wire line switches.
* Involved in testing and trobleshooting of GSM MSS/MGW activity.
* Routine health checkup and KPI monitoring of NSS elements.
* Involved in APG Node replacement activity.
* Responsible for RLU & POI connectivity maintenance.
* SUactivity in the running system.
* ASR Improvement task and POI utilization monitoring.
* Execute the resolution of onsite faults.
* Executed Announcement Loading & Testing Activity.
* Configuration and Testing of new product implementation.
* Handling AT with ALL POI Operator till RA clearance.
* Done necessary routing and configuration changes in MSC for technical queries as well as testing purpose.
* Installation of configuration of Huawei & UTStarcom DLCs (CT & RT).
* Manage spare parts & necessary tools for preventive & corrective maintenance.
* Responsible for Backup of Wireless & Wireline Switch.
* Involved in troubleshooting for technical queries of TC customers and provide the solution. (eg VC call & PRI, BRI calling issue)

2. Position : CDMA MSS Engineer.

Department : CDMA MSS.

Organization : ZTE Telecom India Private Limited.

Tenure : January 2007 to March 2009.

**Job profile / Responsibilities:**

Worked as “CDMA MSS Engineer”.

* Work Profile includes testing & integration of WLL CDMA Mobile Switching Subsystem.
* Thorough knowledge of Call processing methods within MSS network and to other Wire line and Wireless switches.
* Hands on Practical experience in configuration of SCCP, MTP, ISUP, TCAP, GT Translation and Digit Analysis for call and SMS routing purpose.
* SS7 Message analyzing.
* Designed and configured the Surat MSC for M/s. BSNL, and successfully carried out the project.
* Carried out CCS-7 signaling configuration between Wire line and Wireless Switch, like EWSD, OCB and ALCATEL GSM SWITCH etc.
* Up gradation of new version to the running system.
* Involved in solving technical problem occurred in sites.
* Thorough working knowledge of Common Channel Signaling-7 (CCS7)
* Message flow & tracing of the signaling messages (MTP, SCCP, MAP, and ISUP)
* Done necessary configuration in router for PDSN ,OSS and NMS configuration.

3. Position : Network/Hardware Engineer.

Department : Network

Organization : Nums Computer System

Tenure : January 2006 to December 2006.

**Job profile / Responsibilities:**

Worked as “Network Engineer”.

* Work Profile includes installation of Operating System in Computers
* Installation of Local Area Network.
* Configuration of Switch and Router.
* Installation and configuration of Servers.

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| PROJECT HANDELED: |

Name of the Project: CDMA 20001x 2520 k MSS project

Client: M/s. Bharath Sanchar Nigam Limited.

Position: ZTE MSS Switch Engineer (CDMA – MSS department)

Location: Surat, India.

Tenure: September-2007 to February – 2008.

Status: Completed

**Project description, role and responsibility**:

In this project, complete responsibility was undertaken in designing / Set up /commissioning / testing the 100k Surat MSS- WLL network. During various phases of the project, all the customer related requirements was given utmost priority. During the designing / commissioning phase, a lot of preparation was done to maintain the quality of work. MSC was interfaced with various Wire line / Wireless switches like EWSD, OCB, C-DOT, other local exchanges and correct configuration of charging was demonstrated to complete Acceptance test.

Achievements:

* Integration, Testing and commissioning for 100k Surat MSS – WLL network for M/s. BSNL and the completed the Acceptance tests in 90 days thereby meeting the deadline.

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| SKILLS: |

* Protocols: SS7 protocols
* Operating system: Windows NT / 9x / 2000.
* Database: MS SQL Server 2000.

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| ACADEMICS: |

B.E. in Electronics & Communication with first division from Gujarat University in 2005.

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| PERSONNEL DETAILS: |

Date of birth : 28th Jan 1984.

Father’s Name : Sukhdev L. Patel

Marital Status : Married

Passport No. : F 8625443

LANGUAGES : English, Hindi and Gujarati