

Rishikesh V R

Operations Analyst | IT Support | Telecom Analyst

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Professional Summary

Results-driven Operations Professional with 3+ years of experience in telecom and IT support. Skilled in workflow automation, process optimization, and stakeholder management. Proven ability to deliver measurable cost savings, improve efficiency, and ensure compliance with quality standards. Passionate about leveraging technology and data-driven insights to drive operational excellence in dynamic, growth-focused environments.

Core Skills

Technical Skills

- FTTP Network Planning & Design
- MDU Infrastructure Planning
- Bill of Materials (BOM) Preparation
- Telecom Data Analysis & Validation
- GIS & Telecom Design Tools

Analytical & Process Skills

- Workflow Automation (Excel, VBA, Apps Script)

- Process Compliance & Quality Assurance
- Agile Project Methodologies
- KPI Reporting & Dashboard Creation

Soft Skills

- Stakeholder & Vendor Coordination
 - Strong Communication & Collaboration
 - Analytical Thinking & Problem Solving
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Work Experience

System Engineer

Tata Consultancy Services (BT Openreach Project), Bangalore, India

2022 – 2025

Telecom Operations Analyst (2 Years)

- Improved workflow efficiency by 15% through issue resolution across multiple teams.
- Designed FTTP connections for multi-dwelling units, ensuring accurate infrastructure planning.
- Reduced costs by 10% via process improvements and enhanced data accuracy.
- Developed reports, KPIs, and dashboards to monitor project performance.
- Ensured SLA compliance and collaborated with engineers to resolve technical issues.

Information Process Enabler (1 Year)

- Collected, verified, and updated internal system records to maintain accuracy.
 - Coordinated with field engineers and planners for smooth workflow.
 - Supported automation initiatives using AI tools, reducing manual errors.
 - Prepared progress reports and ensured compliance with BT Openreach standards.
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Education

Bachelor of Engineering (Electronics & Communication)

Visvesvaraya Technological University | 2021

Certifications

- Responsive Web Design – Free Code Camp
 - Generative AI Mastermind
 - Microsoft & LinkedIn: Generative AI Productivity Skills
 - ServiceNow IT Leadership Professional Certificate
 - Generative AI for Marketing with Microsoft 365 Copilot
 - Generative AI for Sales with Microsoft 365 Copilot
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Tools & Technologies

- Generative AI Tools: Microsoft 365 Copilot, Perplexity, ChatGPT, Prompt Engineering
 - GIS & Telecom Design Tools
 - Advanced Excel/Google Sheets Automation (VBA, Apps Script)
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Languages

- English (Fluent)
 - Hindi (Fluent)
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Additional Notes

- Portfolio link showcasing workflow systems and UI/UX projects recommended.
- Tailored for Dubai's operations and tech/logistics job market.
- ATS-friendly formatting with clear sections and recruiter-ready highlights.