

RITURAJ PANDEY

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OBJECTIVE

Network Engineer with 2+ years of experience in HCL Tech, seeking full-time Networking roles.

EDUCATION

Bachelor of Technology(ECE), Kolhan University	2016 - 2020
XII (CBSE), DAV Public School	2013 - 2015
X (CBSE), DAV Public School	2013

SKILLS

Technical Skills	CCNA, ITIL certified , Service now, CUCM, Switch, Router, H323 and SIP, audio/video conferencing, endpoints, Cisco Jabber, Cisco Desk Phones, Cisco Meeting Server, Cisco Webex Meetings, Cisco Webex Teams, TCP/IP, VoIP, Remedy, Cisco IP
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EXPERIENCE

Analyst	Dec 2020 - Dec 2022
HCL Tech	Noida, India

- Hand on experience in designing, implementing, upgrading, and configuring Cisco Unified Call Manager(CUCM), Cisco Unity/Unity Connection Voicemail(CUC), Cisco IM and Presence(CIMP), and voice gateway.
- Good understanding of H.323 and SIP.
- Experience on implementing and supporting audio, video conferencing endpoints, cisco Jabber, Cisco desk phones.
- Knowledge of audio and video conferencing backend systems, Cisco Meeting Server, Cisco Webex Meetings, and Cisco Webex Teams.
- CCNA, CCNP voice and Collaboration experience.
- Experience with configuring and supporting IP phones(Cisco Call Manager and Unity voicemail).
- Knowledge of TCP/IP, VoIP and WAN networks.
- Professional level understanding of network architectures, technologies and protocols.
- Strong verbal and written communication with unwavering dedication to Customer experience.
- Working knowledge of ITIL V4 certification.

PROJECTS

Bank Of America

- Perform moves, add, and changes via Call manager and Unity Connection.
- Hands on experience troubleshooting telco, Cisco Hardware(Switches, Router and Telepresence) and Software related issues.
- Troubleshooting technical issues and provide appropriate resolutions in alignment with contracted service level agreements(SLA).
- Support, monitor, maintain Cisco UC infrastructure.
- Working knowledge of Basic Cisco IP networking and QOS.
- Proactively identify and resolve issues within the voice and Telecom environment.

- Participation in on-call rotation.
- Provide technical thought leadership while interacting closely with clients.
- Perform analysis, diagnosis of existing client voice, video and Data network issues.

Go To Market

- Day to day support of customer cisco collaboration infrastructure.
- Design, implement and support contact center infrastructure in primarily cisco environment - Cisco communication manager, cisco integrated systems and software.

CERTIFICATION AND TRAINING

- 29 Aug, 22 - ITIL 4 Foundation certificate from Axelos.
- 30 Sep, 17 - Technical English for Engineers from IIT Madras

ACHIEVEMENTS

- 2+ years of experience as Cisco Network Engineer serving Bank of America and multiple customers.
- Excellent english communication skills in British and American accent.
- ITIL certified