

## **RESUME**

### **KALPESH M. PATEL**

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#### **PERSONAL DETAIL:**

Date of Birth: 1<sup>st</sup> Aug,1978.

Marital Status: Married.



#### **OBJECTIVE :**

Ambitious, for Good Opportunity where I can be a key team member, making an important contribution to the strategy of the company.

#### **SUMMARY :**

- 21 Years of total IT/Telecom Experience.
- Work experience in various aspects of, Telecom/ISP Network Analysis, Technical Support, Implementations, Infrastructure Developments, Projects Management /Deliveries.
- Excellent Service management ability includes field operation, Technical support to design and establish support structure across the circle to deliver and maintain various Data Telecom services.

#### **EDUCATIONAL QUALIFICATION :**

- B.Com.(Bachelor of commerce) Passed from Gujarat University – Ahmedabad, Gujarat, India in October-98.

#### **CERTIFICATIONS :**

- Diploma in Computer Hardware from ITS Computer Education.
- Certificate In Computing from Indira Gandhi Open University.
- Microsoft Certified System Engineer (MCSE) with NT 4.0.
- CISCO Certified Network Associate (CCNA 2.0) .
- Microsoft Certified System Engineer (MCSE) with Windows2000

## **CORE COMPETENCIES :**

- Planning, Design and Installation of MPLS-VPN POPs.
- Planning, Design and Installation of Wireless /Wireline links.
- Project Planing and Deleveries Managemant.
- Customer Services Assurance & Operation Management.
- Field Operation Management.
- Incident Management.
- Problem Management.
- Resource management.
- Team Development and Management.
- Vendors Management.

## **TECHNICAL EXPERTISE :**

- Hands on exposure to configure n/w using devices like switches and routers by using different product like Cisco, Maipu, Huewai, D-Link and Netgear.
- Hands on exposure with Wireless modems & Wireline Products like Axxelera, Proxim, Airspan - AsWipll, Radwin, Infinet, Dlink, Firepro.
- Excellent N/W and LL troubleshooting skills.
- Excellent IT/Telecom Services Management skill.
- Excellent skills and knowledge in network architectures and topologies.
- Excellent skills and knowledge in TCP/IP, UDP/IP
- Excellent and comprehensive knowledge of the Network and Routing Switching, Protocols, Network Management Tools, Data Distribution Network Tools.
- Excellent knowledge in Security: VPN, Firewalls, Auditing Tools.

## **WORK EXPERIENCE :**

1. **I am working as a Sr. Manager-Network in Tikona Infinet Pvt. Ltd. (Leading Broadband Internet Service Provider) Ahmedabad, Gujarat. From April 2015.**

### **Service Assurance:**

- Responsible to follow up all the Business-related support requests coming from the Business customers and steer them through the right process.
- Categorise customer's tickets and assign it to the in charge party.
- Investigate and diagnose the source of problems.
- Fix the problem related to the business circuits within the KPIs.
- Troubleshoot the customer in regard to the concern problem following up the troubleshoot procedure.
- Visit the customer site to fix the problems if needed.
- Follow-up with the suppliers or vendors during problems fixing.
- Coordination with vendors Suppliers.
- Responsible to prepare all requested achievement reports and documentation.
- Follow up with customers to guarantee Customer's satisfaction and obtain service acceptance.

**Service Delivery:**

- Successful service delivery - SLA achievement and high level of customer Satisfaction.
- Monitoring overall performance of services.
- Building a personal relationship with key client staff
- Good communication around issues and opportunities – get things done, make things happen.
- Collaborating with senior management on client account management and Growth.
- Ensuring operations teams are aware of changes and are prepared.
- Pulling in additional resources when needed e.g. specialist teams or people for specific issues / opportunities
- Removing all obstacles to customer satisfaction and / or financial performance.
- Communicating across organisational boundaries – from engineers through to senior managers.
- Following up if service delivery is not meeting expectations
- Working with the client and operations teams to identify and manage service improvement activities
- Along with operational managers and technical leads, accountable for and contribute to the overall performance of the managed services division
- Ability to follow hardware and software best practices as defined by the Managed Services management.

**Operation & Maintainance:**

- Designs, implements, and manages digital and analog telecommunications equipment and services.
- Evaluates and recommends new products and systems to improve network and telecommunications reliability, throughput, and productivity.
- Provides support and resolution for telecommunications issues escalated by the Help Desk.
- Installs and maintains communications equipment and servers.
- Planning, coordinating, and implementing new telecommunications projects; provides assistance with developing strategies, goals, and action plans for the department.
- Performs analysis of local and long distance networks to ensure network optimization and cost savings.
- Audits and manages telecommunications invoices and works with telecommunications vendors in relation to resolving billing disputes.
- Recommends changes to processes, policies, and metrics to facilitate the improvement of department performance.
- Supervises, hires, trains, and evaluates telecommunications staff; ensures seamless execution of departmental policies, procedures and customer satisfaction.

**2. I worked as a Technical Project Consultant. With an association of Dimention Data & Eyepe Tech. from June 2014 to March 2015 .**

- I was handled a Cisco router Installation, Commisssonnig, Integration & Maintanance project of Reliance Jio infocom Ltd.
- I was handled a FTTH Installation, Commisssonnig, Integration & Maintanance project of Reliance Jio infocom Ltd.
- I was handled Microwave Projects Planning, Installation, Commisssonnig, Integration & Maintainance. For Tata Tele Services Ltd, Vodafone, & Bharti Projects.
- Map Study, LOS Clearance Calculation, Tower and Antenna Height Calculation.
- Line of Sight Planning, Selection of Microwave Sites, Handling the Software required.
- LOS Survey- Collect necessary data for Microwave Link Design.
- RF Survey, Technical Site Survey and Documentation.
- Planning of Microwave Links using Survey of India (SOI) Topographic Maps, Path loss Tool, Global Mapper, Google Earth.
- Collecting details in the site like, Coordinates, Elevation, Tower Height, Tower Type, Link details.

**3. I worked as an Assistant General Manager in Ishan Netsol Pvt. Ltd. (Leading Internet Service Provider) Ahmedabad, Gujarat. From April 2013 to May 2014.**

- I was responsible for development of network and monitoring all installation and maintenance work of POPs and customer equipments.
- Initiated development of capital budgets for all ongoing projects for network fiber and equipments.
- Coordinated with Vendors personnel and oversaw working of all network related activities. Determined project objective to be followed by subordinates.
- Handled technical requirements for network and ensured implementation of Necessary procedures.
- Assisted outside vendors in all telecom related work.
- Supervised working of technical personnel and administered network operations.
- I responsible to handle Planning & Implementations of Projects, Infrastructure development & Service Operation, on wireless & wired (Fiber) Network.
- Reponsible Technical support to the customers, managing & maitaining the committed SLA. Also taking care of the customers need & the Service Assurance.
- Giving a technical support & training to team Members, (Engineers & Technicians) for Network design, Configurations & Troubleshooting etc. Regarding the Projects Planning & Implementations, Infrastructure development & Support.

**4. I worked as a Manager – Network Operation in Tulip Telecom Ltd. Ahmedabad, Gujarat. From June 2006 to March 2013.**

- I was responsible for Developed network and monitored all installation and maintenance work of POPs and customer equipments.
- Initiated development of capital budgets for all ongoing projects for network fiber and equipments.
- Coordinated with Vendors personnel and oversaw working of all network related activities. Determined project objective to be followed by subordinates.
- Handled technical requirements for network and ensured implementation of Necessary procedures.
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- Responsible for Design, Installation, Support, Maintenance of Microwave RF backhauls Networks.
- Assume complete engineering ownership of RF/Microwave test systems.
- Coordinate with vendors and operation management and perform appropriate analysis of microwave projects.
- Provide technical support & guideline to all microwave engineers.

**5. I worked as a Sr. Network Engineer in Sify Ltd Ahmedabad. From September 2003 to June 2006 .**

- I was responsible for Developed and maintained infrastructure for telecom operations.
- Coordinated with telecom services department and provided IT solutions according to business Needs Of the customers.
- Prepared necessary documentations for procedures, analyzed events and performed troubleshoot on processes.
- Reviewed all designs of Telecom/ ISP infrastructure industries and its various Business requirements.
- Planned for resources required for projects and ensure its efficiency.
- Assisted in resolving all complex problems and escalated issues if necessary to seniors.
- I was responsible for planning, Implementation & maintainance of the network in Gujarat.
- I was planed to arrange the resources, to implement the projects & given a technical supports for Wireless/ Wired network, Local Area Network & VOIP Configuration of the Iways (Chain of Sify Broadband Internet Cafes),

CTO (Cable TV Operators BroadBand Internet service through cable & wireless for Home & Small Corporate users) & Corporate Customers.

**6. I worked as a Network engineer, in Jindal World Wide Ltd. (Jindal Online Ltd) Since October 2002 to August 2003.**

Jindal World Wide Ltd was an Internet Service Provider. It's provide Broadband & Dialup Internet Service to the Home Users & Corporate Customers.

- Diagnosed network servers' hardware and software issues.
- Followed standard help desk procedures and administered help desk software.
- Identified probable causes of the problem and escalated to level 2 support team whenever necessary.
- Tracked and routed problems and submitted instant resolutions at the shortest time possible.
- Submitted daily reports to the Network Operations Manager.
- Maintained and configured LAN/WAN and tested Security and Basic IT equipment.
- Provided Network Operations Support, identified problems and gave resolutions. LAN/WAN troubleshooting and support.

**7. I worked as a Network Engineer in ECOMM Opportunity Pvt. Ltd. Since July 2002 to September 2002.**

ECOMM was an Internet Service Provider. It has been provide a Broadband Internet Service through Metro Ethernet Standard, in major areas of Ahmedabad, Gujarat.

**8. I worked as a Network Engineer in Sai Communication Since March 2001 to June 2002.**

Sai communication was a Service Provider, who had been collaborated with Jindal Online Ltd. They had provided an Internet service through the various network standard & topologies to Ahmedabad Stock Exchange. I am handling the all Internet Network at Ahmedabad Stock Exchange, Ahmedabad, Gujarat.