

JIGAR RAVAL

C-4 Vishnunagar Soc, Vastral Road, Rabari Colony,

Ahmedabad, Gujarat – 382415

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E-Mail:- Jigarraval1627@gmail.com

Professional Experience:

9+ years of experience in Sales & Operations in Telecom Broadband/wireless Services.

An accomplished & result driven sales professional with excellent communication, negotiation, presentation skills and diligent execution capabilities. Well organized with a track record that demonstrates self-motivation, effective Account handling, capable team player and initiative ability to achieve objectives and task assigned.

Work Experience: :

Designation : Assistant Manager
Company : GTPL Broadband Pvt. Ltd
Duration : From July 2022
Location : Ahmedabad

Job Responsibilities

- verify employee schedules and ensure new hires understand their roles and duties.
- Handle phone calls regarding complaints and questions about tickets for further escalations regarding services or products.
- Close complaints within SLA
- Upkeep existing network ring and explore new area network.
- Manage broadband sales related activity and try to close the deal.
- Managing 25 peoples of team
- Close Coordination with Vendors and Vendor Supervisor to Complete Roll out of OFC Area Within SLA of 27 days.
- Handling JC Engineer for FAST FSA Rollout Within SLA With Ensuring Quality and Handover To O&M.
- Coordination With Sales Team for Lay Out of OFC inside Building and Building Permission to Lay OFC Work.
- High valued Enterprise Customers Delivery within SLA of 4 days with Proper Alignment of Vendor Resources and Engineer.
- Drive all Engineers for Fastest Rollout of OFC inside Building in Both Highrise Building and Societies and Handover to Business and O&M Team.
- All Individual Engineers Aligned for Doing Vendor Material Consumption and Billing as Part of Automation on Weekly Basis.
- Details Knowledge About OFC Roll Out for In Building Work inside Enterprise Buildings and SDU/MDU Societies

- Close Coordination With Team of Home Care Engineer for End Customer Installation within SLA of 24 Hour.
- Close Coordination with Team of Home Care Engineer and Sales team to Close Customer Complain within SLA of 24 hours.

Designation : Assistant Manager
Company : Reliance Jio Limited
Duration : Nov 2018 to May 2022
Location : Ahmedabad

Job Responsibilities

- Manage day to day Operation within the Network Team.
 - Oversee employee work on a daily basis to ensure adherence to organization standards & guidelines.
 - Meet regularly with manage employees to provide critical feedback & encouragement.
 - Track employee activity, to include successful completion of designated tasks.
 - Maintaining Network Uptime, SLA TT Closure, Material Management, Preparation of feasibility reports for FTTH network, technical and management planning, costing, proposals, technical surveys, Testing reports, Execution/progress report and project documentation. Daily allocation of new connection and support calls to the engineers for delivery and operations work. Responsible for the co-ordination of field issues with NOC and management using CRM tool. Streamlined processes of Aerial fiber laying for BB connections.
 - Assignment and proper follow-up of different tasks allotted to different teams. Resolving coordination issues between the field staff and the central NOC team.
 - Management to all building permission, layout to GIS, NPE planning to all structure of Area prioritation in Area, Area Handing to Manpower to Home care Installation, Customer compliance Graph Making Beyond to SLA Within SLA.
 - Network up time with timely manage
 - I was responsible for installation, maintenance of Network Connections. Assist & Maintain LAN/WAN infrastructure, troubleshooting of client network connections, PoP and LAN/Wan network. Installation of L2 switch and routers for backbone network, application and windows OS x installation
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Designation : Network Engineer
Company : OM WORLD VISION
Duration : August 2016 to July 2018
Location : Ahmedabad

Job Responsibilities

- WIRELESS DEVICES INSTALATION BUILDING AND SITE
- Client coordination, Team management and Release management
- Office point to point to connect
- Customer services to engineer
- Designed and deployed centralized LAN Infrastructure with Wifi – Access points Management.
- Complete handling of network infrastructure, WAN links and service.

Designation : Team Leader (Sales & Service)

Company : GTPL BROADBAND PVT LTD

Duration : November 2013 to July 2016

Location : Ahmedabad

Responsibilities :

- Maintaining Network Uptime, SLA TT Closure, Material Management, Preparation of feasibility reports for FTTH network, technical and management planning, costing, proposals, technical surveys, Testing reports, Execution/progress reports and project documentation. Daily allocation of new connection and support calls to the engineers for delivery and work. Responsible for the co-ordination of field issues with NOC and management using CRM tool. Streamlined processes of Aerial fiber laying for BB connections. Assignment and proper follow-up of different tasks allotted to different teams. Resolving coordination issues between the field staff and the central NOC team.
 - Maintain integrity of the network server deployment and security.
 - Deploy and manage LAN WAN WLANs including servers routers hubs switches.
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Designation : Network Engineer

Company : M TECH INFOTECH






Duration : April 2011 to October 2013

Location : Ahmedabad

- I was responsible for installation, maintenance of Broadband Network Connections. Assist & Maintain LAN/WAN infrastructure, troubleshooting of client network connections, PoP and LAN/Wan network. Installation of L2 switch and routers for backbone network, application and windows OS x installation.
- Operating System : Cisco IOS, Junos, Windows (XP, Vista, 7,8,10)
- Software : MS Office, Outlook.
- Network Tools : PRTG, NCM/Solarwind, Putty,
- Hands on experience on zyxel switches and check point firewall network monitoring tools, and configuring and troubleshooting switching.
- Excellent troubleshooting skills and handling incidents.
- Providing end-user support and networking Service

Academic Qualification:

Educational Qualification ::

 Certifications And Training Cisco Certified Network Associate (CCNA) Certifications : CCNA (R&S) – CSC013566006	
 Bachelor of Commerce (69.66% B.com) Institute of business Management & engineering College of Engineering, Surat, Gujarat, 2011 (Enrollment no : SUR/08-09/7138)	
 HSC (55.86% Commerce Stream) Gujarat Secondary Education Board, Gujarat, 2008	
 SSC (52.00%), Gujarat Secondary Education Board, Gujarat, 2006	
 Alma Institute : Hardware and networking (2005)	
Skill Proficiency	
Skill Set & Packages Network Planning, designing, costing & optimization of OSP/ISP network. Extensive experience in FTTH (GPON) technology, Project Planning, Cost Estimation, Control Management, wireless devices configure Installation & Network Designing of GPON based network, splicing of fiber, Computer Hardware issue, Network issue. <ul style="list-style-type: none"> • Complete Handling of Network Infrastructure, WAN links and Servers. • Documentation on Infrastructure Management and Scheduled Backup operations. 	

Personal Details:

Name	-	JIGAR RAVAL
Fathers' Name	-	Mr. Shailesh Bhai
Date of birth	-	16, JAN,1991
Nationality	-	Indian
Marital Status	-	Married

Date:

Place: Ahmedabad

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