***Darshak Modi***

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**OBJECTIVE:** To obtain a leading position in the field of Computer Science and Humanity.

**EDUCATION**

BE, Information Technology,Sardar Patel University, Gujarat, India. **∙** 06/04 60%

**Summary of Skills:**

* 7+ years of Information Technology including 6 years of experience in the Telecom domain dealing with core Billing, Mediation, Revenue Assurance and CRM & Network Integration for Tier 1 to Tier 3 Telco’s.
* Had lead Technical Solution & Presales team which takes care of product demo (online/PPT, onsite/offsite), POC and IOT, and Project team for product deployment Onsite and Offsite L3 support.
* Lead technical discussion with System Integrators, Network Elements suppliers and customers for call flows and end to end solution finalization.
* Lead Solution team as AAA SME for various project, enable team with latest technology standards for WiMAX (NWG) and 2.5G/3G/4G (LTE) networks.
* Expertise in Shell Script, RADIUS,DIAMETER, LDAP, Oracle RDBMS and UNIX (Solaris), Linux, WAN, WiFi, Wireline (xDSL), Wireless Broadband (WiMAX 802.16e/3G), DialVPN, VoIP technologies.
* Currently leading AAA, Policy Manager product
* Project Management Skills include: Project Planning, Scheduling, Resources & Team Management, Rollout, Installation
* Coordination with different internal and external Team, Vendors, ISVs and SI
* Completing Validation, UAT, Project Commissioning
* Ability to identify requirements, problems and issues & quickly address them in a structured way.
* Well verse with current industries standard like NWG R1.2.0, 1.5.0 Stage 3 of WiMAX, 23203,

29212, 29213, 32240, X.S0013 of 3GPP/3GPP2 for AAA

* Active member of NGOs to work with lots of social causes
* Had consulted SMEs to choose right IT product for their services e.g switches, routers, UTMs, network setups etc

**PROFESSIONAL WORK EXPERIENCE:**

**Project Manager, Pace Internet- Gujarat**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_from Jan-2012 till date

**Key Roles and Responsibilities**

* Handling Operations for ISP Services
* Taking care of all technical services and implementation
* Leading a team of Customer & Technical Support
* Dealing with customers, providers, suppliers for smooth operations
* coordinating with management for suggestions and implementations
* IT Infrastructure management, planning
* Planning of future technology and organization expansion
* Vendor Management, Negotiating different services

**Elitecore Technologies Ltd, India [CRESTEL]** *from 2004 to 2012*

**Assistant Manager-CSM**

**Key Roles and Responsibilities**

* + Leading a support team for CSM products
  + Looking after customer relations, satisfaction
  + Handling L3 calls
  + Closely coordinating with Engineering , R& D team
  + Looking after Support process
  + Customer support through call,chat,mail
  + Process streamlining for support
  + Doing IOT/PoC with perspective customer, NEPs/NSPs.

**Sr. System Engineer & Network Engineer**

**Key Roles and Responsibilities**

* + Providing Presales Support to clients
  + Filling up RFPs, RFQs, Compliance
  + Understanding customer requirements and providing feedback to internal team
  + Guiding team in positive direction, ensuring customer satisfaction
  + Handling complete integration with client and internal team members
  + Understanding AAA Protocol RADIUS,DIAMETER development
  + Mapping Product to different networks –Data, VOIP, Wimax, 3GPP
  + RFC, 3GPP Standard, NWG Standard Understanding
  + Creating Requirement document from standard
  + Gathering Customer requirements
  + Responding to Customers, providing onsite/offsite demo
  + Providing L3 Technical support for AAA
  + Completed Integration, PoC with all major vendors for BRAS, ASN e.g HUAWEI,CISCO etc
  + Directed a team for support and implementation for AAA with vendors like IBM, Huawei, ECI, UTStarcom, BSNL, WiCHORUS,CISCO,STARENT

**System & Network Engineer**

**Roles and responsibilities**

* Has completed research on Wimax for telecom solutions
* Has completed various Wimax, 3G , Telecom Solution Architecture
* Designed and guided a team to develop solution for telecom
* Analyzing new business area and prospective customers
* Monitoring and guiding a team for constant research and development for upcoming market
* As part of pre-sales team, filling up RFPs, understanding customer requirements, guiding them for deployment of telecom softwares.

**Jr System and Network Engineer**

Postpaid Internet Billing, Firewall Programming, Bash programming, Database optimization

Postpaid Dialup Internet services based on Caller-ID. Research in areas of Telecom technologies.

**Roles and responsibilities**

* Working on technologies based on Linux.
  + Using shell programming language to automate processes of maintenance and support
  + Maintaining and supporting more then 100 Unix servers and clients
  + Building environment for large and small scale ISP
  + Building network for small scale ISP, Project monitoring
  + Database optimization, Kernel Optimization
  + Creating network for small industries
  + C, Kernel programming for Cyberoam-[ Security UTM] kernel
  + Research on installation of UTM system on Flash Drives
  + Installation and Maintenance of Cyberoam UTM
* Understanding and deploying Open-ldap, Qmail and squirrel mail
* Oracle DB optimizations
* Programming Automation for the system

**Environment**

* Red hat Linux-6.2 platform, Kernel version 2.4, RHEL-3,kernel 2.6, Openldap V2,3 ,oracle 8 and 9i
* Oracle 10g, Solaris 10, Ldoms, zones , IBM Aix, Cisco, Eriksson, Redback router, Windows

**Projects Undertaken till date**

Domestic Projects

* BSNL Multiplay
* BSNL NIB-II/Project-3
* BSNL-Netone
* MTNL AAA
* Airtel
* AirCel
* MTS/SSTL
* Karuturi Telecom

International Projects

* Augere-Pakistan
* Augere-Bangladesh
* Mauritius-NOMAD
* IM2

**Areas of interest**

* Linux: New technologies for Unix/Linux based systems, mail servers
* Telecom: AAA,3G,Wimax,CDMA
* Security: To deeply learn security systems e.g Antivirus, Antispam, Firewalls, UTMs
* Active involvement for better hood of society.

**Extra-Curricular Activities & Achievements:**

* + Member of BAPS NGO-Akshardham
  + Had worked in different conditions throughout the country with different people
  + Had won many accolades in profession e.g Prizes, Certificates for Extraordinary work
  + Leading youth/teens in NGO to do constructive work
  + Organizing seminars, Lectures for youths and Indian culture