

# RUSHIKESH SAWANT

Support Analyst

**Contact No:** +91 8904904955

**Email:** rushisawant464@gmail.com

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## CAREER OBJECTIVE

With diverse experience in SIP based VOIP Networks, SMPP, Linux, SQL, and Cloud environment for more than 7.6 years, intend to build a carrier with leading corporate to Learn, Understand, and use my vision & creativity with committed and dedicated people, which will help me to explore myself fully and realize my potential.

## EXPERIENCE DETAILS

### **Support Analyst (At present)**

**Movius.ai, Bengaluru**

**24 July 2023 - Till now**

- Troubleshooting and live handling of all problems related VOIP, SMS, SMPP Protocol and API.
- Handling issues like Inbound/Outbound failure, Call quality, DTMF, one way/ no way audio, call flow failure, response, Call Recordings, HTTP request/response failure, calls failing due to international rule and regulations.
- Analyzing critical SIP and SMPP errors and providing fix.
- Escalate issues on the basis of their priority and customer impact and collaborate with internal teams in different geographic locations and time zones and with vendors to provide solutions.
- Understanding customer requirement for any configuration change required in the system. Preparing MOP for the same and implementing in the system.
- Helping colleagues and other members from different team in regard to their SIP and SMS relates issue or voice application related issue.
- Proficient in identifying root causes and implementing effective fixes. Skilled in collaborating with development teams to escalate unresolved issue.
- Coordinating with customers on P1 and P2 tickets and closing the tickets as per TAT.
- Creating Bug tickets for designing level issues and coordinating with developers.
- Analyzing and troubleshooting the older logs using Elastic and Arya Dash board tool.

### **Customer Support Engineer**

**Infobip India, Bengaluru**

**23 Dec 2019 – 21 July 2023**

- Handling product based Indian and International clients, and single product owner (SPOC) of VOIP, mGate, Email (SMTP) and Infobip CLIENT PORTAL (GUI) products along with SMS (SMPP).
- API configuration and Re-producing the customer API issues at our end from postman tool and sharing the analysis.
- Worked on SMSC Server, Reseller Panel, and SMS Firewall with complete Configuration, Monitoring, Performance, and Troubleshooting skills.
- Analyzing SIP, RTP, SMPP issues using Wireshark tool.
- Troubleshooted and administrated Windows server operating system as well as database system (MSSQL) of major customer NSE and KOTAK Mahindra bank.
- Used various diagnostic tools to identify sources of customer issues and delivered an exceptionally high level of professionalism and support to each customer, upholding the company's commitment to service.
- Resolving product and service-related issues via Teams meeting, Google meet and over a phone call.

- Helping account managers on SMS, Voice and Email routing to deliver respective customers traffic smoothly as well as helping customers on Email domain, SMTP and API configuration.
- Onboarding the clients and mentoring new colleagues by organizing workshops/seminars for internal/external stakeholders to provide technical information regarding all products.
- Responded quickly to incidents and high Severity issues and handled all types of technical queries and create improvement strategies within detailed RCA.
- Using ticketing tool JIRA and in house tool (Zendesk), creating confluence pages with documentation for troubleshooting.

### **Tech Support Engineer**

**TeleDNA Communication, Bengaluru**

**08 July 2019 – 20 Dec 2019**

- Working with major operators Telenor-Myanmar, Airtel-Nigeria, Idea, BSNL, and MTNL.
- Handle all Customer Queries / Complaints / new requirements and ensure timely closure.
- Providing L1 and L2 support to the clients for the product on 24\*7 processes.
- ESME connectivity with SMSC via SMPP protocol.
- Performing routine Health Check of all the systems to ensure smooth operation of VAS services.
- Preparing and presenting Daily, weekly and monthly system reports as per the customer requirement.
- Collecting and analyzing system stats to enhance and optimize system performance.
- Monitoring system alarm on regular basis and taking appropriate action based upon on the severity.
- Creating and maintaining daily basis tracker and sharing with customer whenever required.
- Take back up of old data for future use on daily, weekly & monthly basis.
- ZOHO ticketing process.

### **Product Support Engineer**

**Movius Corp, Bengaluru**

**25 June 2018 – 05 July 2019**

- Knowledge of product SMPP, SIP, VOIP, voicemail, VVM.
- Troubleshooting and live handling of all problems related to SMS, SIP and voicemail.
- Software installation on the servers.
- Escalating the issues to Engineering Team with all the required debug logs for further analysis using Jira.
- Applying the patch for critical issues which was raised by the customer as per the MOP.
- Preparing the MOP and sent to the customer for approval and for scheduling the Maintenance window to apply the MOP.
- Applying the MOP asper the schedule time and testing all the test cases.
- Interacting with the customer to understand the concern and collecting Live logs if required for troubleshoot

### **Network Engineer**

**CSS CORP, Bengaluru**

**02 Jan 2017 - 23 June 2018**

- Configure and install various network devices and services (e.g., routers, switches).
- Provide Level-1 support and troubleshooting to resolve issues.
- Monitor network performance and troubleshoot problem areas as needed.
- Proper escalation matrix based on SLA.
- Coordinating with vender team to restore the services of the customer as soon as possible with given ETR time with vendor team. After restoring the services with vendor team with proper RFP.

## **CERTIFICATIONS AND TRAINING**

- Cisco Certified Network Professional (CCNP R&S)
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- Amazon Connect

## **TECHNICAL SKILLS**

### **Product Knowledge:**

- SMS(SMPP), RCS, MO, 2FA, API, WHATSAPP, EMAIL(SMTP), DLT, RESELLER PANEL, TFN, SHORT CODES, CHATBOTS/CONVERSATIONS (SaaS)
- VOIP (Text to Speech, Click to Call, IVR, Number Masking, WebRTC, SIP Trunking)

### **Contact Center:**

- Amazon Connect :-  
Setup AWS Contact Center, Routing Profiles, CCP, Contact Flows, Amazon Lex Chatbot and AWS Lambda.
- Genesys Cloud Contact Center.

## **NETWORKING**

- Strong knowledge of SMS protocol such as SMPP 3.4
- Having Knowledge of VOIP protocol SIP.
- Strong command in networking, TCP/IP, OSI protocols workflow.

## **LANGUAGES**

- Linux, SQL, MYSQL and Shell scripting.

## **OTHER SOFTWARES AND TOOLS**

- Working on testing tools like Tel Q, CSG Assure, Postman and having knowledge of packet tracer tool Wireshark and Hepic tool for Voice as well.
- Hands on experience in SMS tools like Grafana, Kibana, Gray log, Supeuser, Audit Log, Elastic and Arya dashboard, etc.
- Able to handle all Windows and Linux based OS.
- Proficient with Microsoft Office System (including Microsoft Outlook, Microsoft Word, Microsoft Excel, Microsoft PowerPoint) etc.

## **EDUCATIONAL QUALIFICATIONS**

Course	College / University	Subject / Branch	Academic Year	Percentage/ Grade
B.E.	Jain College of Engineering College, Belagavi	Electronics & Communication Engineering	2013 - 2016	68.46%
Diploma	M. L. Bharatesh Polytechnic, Belagavi	Electronics & Communication Engineering	2010-2013	71.56%
10 <sup>th</sup>	Gadhinglaj High School, Gadhinglaj	SSC Board	2010	76.46%

## **CAREER HIGHLIGHTS**

- Got a chance to visit Croatia (Europe) and worked with European Clients at their locations.
- Got multiple employee of the month and also employee of the quarter awards (BIP Star, Orange Star, On-Spot Award and Game Changer of the Year)

## **PERSONAL DETAILS**

- Father's name - Sahadev J. Sawant.
- Sex - Male.
- Marital status - Married.
- Date of Birth - 16th Feb 1995.
- Languages known - English, Hindi, Kannada and Marathi.
- Present Address - Shri Gajalaxmi Nilaya, 12th Cross Venkatpura, Teachers Colony, Jakkasandra, HSR Layout 5th Sector, Bengaluru
- Permanent Address - Anna Road, Kadgaon, Tal:- Gadhinglaj, Dist:- Kolhapur.

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

Place: Bengaluru (Karnataka)

Rushikesh Sawant