**SAMEER ARUN NALAWADE**

FLAT 22, BUILDING NUMBER B4, SIDDHESHWAR NAGAR,

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**Objective​:**

To gain a dynamic and challenging role in a company which is result oriented and will offer me the best platform for further development of my abilities, skills and knowledge with long term career growth opportunities.

**PROFESSIONAL​EXPERIENCE**

###### PROFESSIONAL EXPERIENCE

1. **Convergys – Microsoft Office 365. August 2017 till Present**

**Role: Support Engineer, Microsoft Partner Support**

* Providing Microsoft Exchange Communication Support on Messaging Environment for Office 365 to **Microsoft Partners across the Global**.
* A proven understanding of Microsoft Partner needs, business knowledge and demonstrated engagement experience
* Proven **configuration, and implementation** and migration experience in small and

Mid-level environments specializing in Office 365, Deployment Office 365 for a medium to large organizations.

* Providing **Implementation** from on premise MS Exchange to Office 365 Microsoft Office 365 Cloud, Dir Synchronization, AAD Connect, ADFS, and Exchange email migration using Cutover, Staged and Hybrid deployment and POP3 and IMAP email clients Migration.
* Exchange Online Configuration, Email migration, Cross Forest Free/Busy and Calendar troubleshooting.
* Working knowledge of Office 365 hybrid deployments and troubleshooting along with Outlook for Windows/Mac and Mobile devices.
* PowerShell Scripting and Implementing solutions to prevent phishing attacks.
* Understanding of architecture of O365 protection tunnel and the working with third party spam filters
* Identify and facilitate escalations and recoveries to improve customer and partner experience.
* We help partners migrate from complex on premises solutions to Office 365.
* In this pursuit, we deliver technical sessions to the partners and also to the end customers.
* Mentorship for new joiners’ lab assessments scenario based, Provide Training and technical assistance.
* Offering Escalation Management for Account and Support related issues.
* Possess ability to deliver MS solutions in writing via e-mail and proactively understanding customer/partner needs and deliver services that enable them to be successful.

**Project 2:**

**Organization:​**Huawei Technology Pvt.Ltd (Third Party Payroll)

**Designation: ​**BSS Engineer

**Period:​**January 2017 – July 2017

**Job Responsibilities​:**

* Alarm Monitoring & rectification of faults related to GSM, UMTS & e Node B Sites.
* Troubleshooting on Outlook client and mail flow issues.
* First level site maintenance, fault troubleshooting, intimation, escalation and co-ordination with respective vendors to maintain maximum network up-time.
* Carrying out maintenance and software up-gradation activities in office365.
* Coordinate with O&M engineer on system, process, procedures, preventive & corrective maintenance.

**Project 2​:**

**Organization:​**Ericsson Global Pvt. Ltd (Third Power Payroll)

**Designation: ​**NNOC Engineer

**Period:​**Aug 2015 – Jan 2017

**Job Responsibilities​:**

* Handling the issue of RAN 2G, 3G & core.
* Alarm Management for the assigned Network Services.  
  Ticket Management- Converting all alarms as per existing guidelines to Trouble ticket, route it to concern stake holder and follow up for closure.
* Fault remedy requiring on site presence is dispatched timely to the field operations organizations.
* Work Order Handling Faults which require onsite support.
* Regular follow up on the events with relevant departments working on it as per the process.
* To ensure Security is implemented and maintained in accordance with Security and Risk Management directives of the organization.  
  Adherence to the organizational guidelines & departmental processes & procedures.
* Have expertise on tools like MSDP,M2000, Netrac,Netterm(Lucent), TTI, LMT and Remedy.
* Extensive experience in Operation & Maintenance of Networks.
* Knowledge on HUAWEI, ZTE, LUCENT & ERICSSON.

**Technical Trainings​:**

* Completed trainings on Outlook troubleshooting and Mail flow.
* **CCNA (R&S)​**Training Completed: OSI layers, IP addressing and Sub netting ,Routers-Initial configuration, WAN interface configuration, Static routing, RIP, EIGRP, OSPF, Access list, VLAN, Inter-VLAN, Wireless LAN, NAT, Frame Relay, Switching, Firewall etc.

**Academic Profile​:**

* Completed B.E. (2015-16) in Electronics and Telecommunications from DOT, Shivaji University
* Completed HSC. (2010 ) from Patuck Jr. College of Science & Commerce Maharashtra State Board
* Completed SSC. (2008) Air India Modern School Air India Modern School Maharashtra State Board

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| **Personal Profile​:** | |  |  |  |
| Father’s Name |  | : | Mr. Nalawade Arun Shrirang |  |
| Mother’s Name | | : Mrs. Jayashri Arun Shrirang | |  |
| Date of Birth | | : | th​ |  |
| 06​ February 1992 |  |
| Gender | | : | Male |  |
| Alternate Phone | | : | +91-9028712130 |  |

**Declaration​:**

I hereby declare that the above-mentioned information is correct up to my

knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

**Place:​** Pune ​**(NALAWADE SAMEER ARUN)**