**Prashant.S.Doshi**

#S2, 39/40, Bharath Residency, KSRTC Layout, Chikkalsandra, Bangalore – 61

Uttarahalli Main road near Bangalore International School

Mobile: **+91-9964107005**

Email: **prashant.doshi.ec@hotmail.com**

Career Objective

  A highly determined, organized and motivated individual enthusiastic to learn and undertake new challenges. Seeking to develop career in the Information Technology where my talent and knowledge may significantly contribute to the organization’s growth and my career.

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RelatedStrengths

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* Responsible, loyal, reliable, and independent worker with high level of enthusiasm and creativity.
* Self-motivated professional, achieves results and holds exceptional ability to coordinate and perform several projects simultaneously.
* Solid management skills, demonstrated proficiency in leading & mentoring individuals to maximize levels of productivity, while forming cohesive team environment.
* Brilliant in working under pressure.
* Keen and willing to assume increased responsibilities.

Technical Skills

**Unified communications Products**

* Cisco Call Manager (CUCM) v 5.X , v 6.X, v 7.X , v 8.X
* CUCM Express.
* Voice gateways, gatekeepers.
* IP-phones(cisco 7940,7941,7960,7961,7965),
* SIP phones, IP-communicator and other third party softphones

**PROTOCOLS**

* SIP, MGCP, H.323, SCCP.
* DHCP, TFTP, RIP, OSPF, EIGRP, STP, RTP.
* TCP/IP, UDP.

Courses Completed

RelatedStrengths

* CCNA
* CCNA VOICE
* CVOICE
* CIPT1
* CIPT2
* TSHOOT.

Professional Experience

**Current Employer:**

Company:Magna InfoTech Pvt Ltd

Project: Accenture Network Operations & Services (NOS)

Designation: Voice Analyst

Duration: Aug 2012 to till date

**Job Responsibilities:**

* Worked in Projects and deployment team for Contact Center platform
* Getting all requirements from PM/clients and delivering them the support.
* Conduct Functional& User acceptance Testing.
* Conduct IXIAVoIP Test to validate MPLS bandwidth for Primary & Secondary Links.
* Exposure to Contact center Infra structure i.e PG’s, Voice GW, ACD, IVR,CUIC,ICM,Scrip Editor.
* Involved in Migration of projects from 7.5 to 8.5 platforms.
* Part of Capacity Management.
* Specific point of contact for all service providers[ British Telecom, AT&T, Colt, Verizon etc ]
* Configure Extension Mobility for existing & new deployments.
* Troubleshoot issues related to IP phone registrations, call routing issues, CM backup failure issues,MGCP endpoints and SIP trunks.
* Capture Call Manager/Unity logs using RTMT and analyze the same.
* Monitoring of customer’s VOIP and data network including WAN routers, switches and voicegateways.
* Troubleshoot IPT related issues reported by end users and tickets escalated by Tier 1.
* Coordinating with various teams and resources and getting the issue resolved/tasks done.

Company:Octel Networks Pvt Ltd

Project: Networks

Designation: Voice Network Engineer

Duration: Feb 2011 to Aug 2012

**Job Responsibilities:**

* Maintaining switches, routers, IP phones.
* LAN connection within the infrastructure.
* Resolve the issues, within the given Turnaround Time.
* Rack Mounting, cable laying plan and connectivity.
* Configuring and troubleshooting Cisco Call-Manager 5.x through 7.x
* CSS/Partitions,Regions,Locations,Route Patterns,etc.
* Troubleshooting IP phones registration issues
* Configuring call manager features and services.
* Configuring inter-cluster trunks.
* Installing and configuring Cisco IP phones.
* Configure Cisco Call Manager to enable features and services to include music-on hold, speed
* dials, Call Park, Call Pickup.
* Configure PLAR
* Publisher and Subscriber in a Cluster.
* Troubleshooting Voicemail down issues
* Troubleshooting Licensing issues

Academic Qualification

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**BACHELOR OF ENGINEERING (B.E.) 2010**

Branch : Electronics and Communication

College : Dr. P.G.Halakatti college of engineering and Technology

University : Vishveswariah Technological University, Belgaum.

Aggregate marks : 60.55%

**Diploma in ECE 2006**

College : Bharatesh Polytechnic Belgaum.

Board : Bangalore Technical Board, Karnataka.

Marks : 55.33%

**SECONDARY SCHOOL LEAVING CERTIFICATE (SSLC) 2002**

School : Mayur School Gokak

Board : Karnataka State Board.

Marks : 68.48%

Personal Details

**Date of birth** : 28-03-1986

**Marital Status** : Single

**Languages known** : English, Hindi, Kannada,Marathi

**Nationality** : Indian

**Place: Bangalore Prashant.S.Doshi**