AMRIT PAL SINGH

Mail ID: amrit849@gmail.com

Mobile: 9008495453

Address: Flat no-104, Sharda lotus apartment, malleshpalya, Bangalore.

**PROFILE:** 

* Qualified with B-tech in Electronics and Communication with 6+ years of experience in (Telecom+ IT). Presently working with Verizon as an L2 Technical Support Engineer.

**TECHNICAL SKILLS:**

* Working experience over Ericsson IN (charging system), Ericsson BSCS operations in CBIO project (TELSTRA), TFDS solution (Verizon).
* Working knowledge of protocols e.g. DIAMETER, RADIUS, SIGTRAN, MAP, CAP and INAP etc
* Configuration and administrating experience of Linux & Sun Servers.
* Scripting knowledge:Basics of Python
* Have working knowledge of AWS cloud architecture and certified with solution architect associate.
* Working experience on Netapp storage working on NetApp Release ONTAP 8.2.4P6
* Working experience on couchbase DB 4.0, creating replications, buckets and backup.
* Experience of working on SQL queries to manipulate and fetch data from database.
* Good working knowledge of 3GPP and GSM standards and architectures.
* **Hardware used**: Sun Fire V440, Netra T5220, E2900, X-86 on Solaris 9 and 10, HP linux, HP Proliant BL460c, ATCA Blades, Radisys Hardware.
* GSM, SS7,Ericsson IN architecture, BSCS file processing, CBIO architecture, Telecom Billing Systems and processes, IN and CORE Call/ SMS, GPRS Flow.
* **Ticketing tool used**: Remedy, JIRA, TRAMS.

**EMPLOYMENT HISTORY:**

**Current Employer 🡪 Verizon 🡪 July 2016 to Till Date**

|  |  |  |
| --- | --- | --- |
| Company | Designation | Duration |
| Verizon(payrole of Brillio) | Sr Engineer | April 2017 to Till date |
| Verizon(payrole of Websynergy) | Sr Engineer | June 2017 to March 2017 |
| Verizon()payrole of HCL) | Sr Engineer | July 2016 to June 2017 |

**Job Responsibilities in current Employer:**

* Working on TFDS (toll free data service) solution for a telecom operator.
* Maintaining and keeping the services, connectivity and health of the servers UP and steady.
* Providing the resolution to the tickets raised to L2 support.
* Get new patch released and deployed in network.
* Being part of network upgrades and maintaining follow-up with different aligned teams.
* Working on hardware from HP (Proliant), Artesyn (ATCA) and Redisys.
* Configuration changes on servers operating over Ubuntu 4.4.0-83.
* Monitoring user profiles and making correction if required into profiles and offered services.
* Maintaining and monitoring QoS for smooth running of services.
* Performing activities and making configuration changes in MW after approvals.
* Daily health check of linux servers, hardwares (HP proliant BL460, Redisys, Artesyn), Netapp storage, Couchbase DB.

**Vodafone India Pvt Ltd → Nov 2014 to March 2016**

|  |  |  |
| --- | --- | --- |
| Company | Designation | Duration |
| Vodafone India Pvt Ltd | SNOC L2 Engineer | Nov 2014 to Feb 2016 |

**Job Responsibilities in Previous Employer:**

* Worked on upgrade of IN nodes(SUN/Linux machines) in Vodafone India, which includes responsibilities within the O & M.
* ICP/EP/TSP packages loading on CCN, SDP.
* Assurance of the valid charging of the Call/SMS as per the Service Class of the MSISDN.
* Planning Co-ordination and resource alignment with customer, circle and various stakeholders for PAN India upgrades and updates of IN nodes.
* Taking Health Check, backups and Observation of Voice/SMS/GPRS/PIN Recharge Traces for IN node related activities.
* Troubleshooting of various issues like call drop, DB errors, Hardware failures & CDRs.
* Has to take care of systems disk space, swap space, Meta Devices, Hot spares, Disks, CPU utilization and other hardware aspects.
* SS7 link administration, Tariff administration, Voucher Management System.
* Ericsson Multi Mediation updates, Maintenance of CDR flow, CDR push pull from/to various core IN nodes, has to keep track of CDR Duplication and CDR loss.

**Ericsson Global India Pvt Ltd → July 2012 to Oct 2014**

|  |  |  |
| --- | --- | --- |
| Company | Designation | Duration |
| Ericsson Global India Pvt Ltd | L1 Engineer | July 2012 to Oct 2014 |

1. **Project : Telstra WME (Australia)**
2. **Project : Sprint (U.S)**

* **Job Responsibilities:**

**Telecom Charging and Billing Network (CBIO)** Operation Support Engineer.

* Worked on **Ericsson** **BSCS iX R3 (Rating, Billing, CX, MX and Database).**
* Working Experience on Ericsson LHS Rating, Billing, CX, MX and Oracle Database for Telstra WME.
* Monitoring, Stop and Start to Billing and Rating Application/Process.
* Perform scheduled activities like GMD house keeping and CMS Restart.
* Working on Toad and Sqlplus to retrieve data from Oracle database for generation of Business Reports.
* Monitoring and execution of Process during Bill Run.
* Processing of TAP files and Files from Finance.
* Monitoring of GMD (Generic Mediation Device) process and perform weekly house keeping activity.
* Troubleshooting and Maintenance of BSCS servers/process based upon Solaris Platform.
* Preventive maintenance and performing Health checks for Charging System (AIR, VS, SDP, CCN), Messaging/VAS (SMSC, MMSC, MOIP – VMS), Core (UDC – HLR, PG, CUDB) and MPBN (Juniper – Firewall & Extreme – Switches).
* Working Experience of Database Management System (SQL).
* Working Experience in Advanced Unix/Linux.
* Working Experience of Mediation, Provisioning, Rating, Billing – Wholesale & Retail and Charging.
* Knowledge of protocols such as SS7, CIP, Diameter and INAP.
* Having Knowledge in telecom such as basics of GSM, MVNO Concept and MNP.

**Tools Used:** IBM Tivoli Netcool, Putty, Secure CRT, TOAD, BO, X Manager, BMC Remedy, TRAMS and REACT.

**Educational Qualification:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Qualification** | **Board** | **School** | **Subject** | **Percentage** |
| **10th** | **CBSE** | **VBCV** | **Maths** | **83** |
| **12th** | **CBSE** | **VBCV** | **Science** | **69** |
| **B-Tech** | **PTU** | **GTBKIET** | **ECE** | **72** |

**Personal information:**

Father’s name : Mr. Tarsem Singh

Date of Birth : Sept 10th, 1987

Gender : Male

Nationality : Indian

Language proficiency : English and Hindi

Passport Availability : Yes

**Declaration:**

The above-mentioned information furnished by me is correct to the best of my knowledge.

Regards//

Amrit Pal Singh