**CURRICULUM VITAE**

**Ankit C Surati**

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**Professional Summary:** Dedicated Technical consultant adept at cultivating long term partnerships with lucrative clients. Knowledgeable and experienced in supporting different Avaya Products. I am having Seven years of experience as support Engineer at various organizations in India.

* Currently working as Senior Technical Specialist (Level 2) at Avaya [On-Site/ Remote]. Previously working as Technical Support Engineer at Black Box formerly known as AGC Networks Pvt Ltd.
* During my professional journey, I have provided remote support for clients running various Avaya Products throughout various countries across the globe.
* Resolving client queries and building good relationships. Mostly worked on Reported incidents taking remote access of system and solving it. I have done many PM also for the global customers of all regions.
* I have completed Google Cybersecurity Certification.
* https://www.coursera.org/account/accomplishments/professional-cert/PJ5W3PCDAF3A?utm\_source=link&utm\_medium=certificate&utm\_content=cert\_image&utm\_campaign=sharing\_cta&utm\_product=prof

# Professional Summary:

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| --- | --- | --- |
| **Name of Organization** | **Designation** | **Work Duration** |
| Infowell Automation. Location-Gandhinagar | Field Service Engineer | June 2014 to June 2016 |
| Black Box. Locaion-Gandhinagar | Technical Support Engineer | July 2016 to October 2019 |
| Avaya India Pvt Ltd. Location- Pune | Senior Technical Specialist | November 2019 till present |

**Technical Qualifications**: Bachelor’s degree in Electronics & Telecommunication

# Academic Credential

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name of Institution** | **Course** | **Board / University** | **Year of**  **Passing** | **Grade/Res**  **ults** |
| **SND College if Engineering & Research Center, Nashik, Maharashtra** | **B.E.** | Pune University | 2014 | **58%** |
| **Smt. R.C.Patel , Gandhinagar,Gujarat** | **XII** | GHSEB | 2008 | **68%** |
| **Smt. R.C.Patel , Gandhinagar,Gujarat** | **X** | GSEB | 2006 | **89%** |

**Professional Experience History:**

# Organizations: Avaya India Pvt Ltd.

# Duration: November 2019 till present

**Position: Senior Technical Specialist**

**Duties:**

* Responsible for the Fault Management Team. (Level 2)
* Thoroughly works on Alarming of CM, SM, SMGR.
* Resolving Clients queries and building good relationships.
* Resolving queries of clients & maintaining Avaya Products.
* Giving remote Support as well as support on reported inceidents of our global customers.
* Handle work/ change requests and incidents.
* Review and Maintain log of production failures and resolutions.
* Troubleshoot program exception and perform application restarts.
* Managing Change Implementation plans and review meetings.

# Organizations: Black Box (Formerly known as AGC Networks Pvt Ltd)

# Duration: July 2016 to October 2019

# Position: Technical Support Engineer

# Duties:

* Maintaining Avaya Product like CM server, IP office, SM, SMGR etc.
* Configuration & Troubleshooting problems related to VAL, CLAN, IPSI, Medpro boards.
* Configuring & Troubleshooting problems related to DS1 cards,
* CO, ISDN, Tie and IP Trunks, in Avaya systems.
* Configuring & Troubleshooting problems related to Dial Plan, ARS, AAR, UDP, and Route Pattern & Partitioning.
* Good skills of ACD inbound call ow setup using Vector/VDN & outbound call routing.
* Configuring, Managing and Monitoring, Digital & IP Extensions.
* According to customer requirement implemented various Call Flow.
* Production support 24\*7.
* Managing Change Implementation plans and review meetings.
* Deploying applications in live environments.
* Handle work/ change requests and incidents.
* Troubleshoot program exception and perform application restarts.
* Review and Maintain log of production failures and resolutions.

# Technical Skills:

Having Strong understanding of Avaya Products.

Knowledge Installation, Configuration & Troubleshooting.

Familiar with Networking TCP/IP Protocol.

Having knowledge of Linux commands as well as Python programming.

I have done Google Cybersecurity Certification.

**AWARDS**

<https://github.com/asurati90/Ankit_Surati_Documents/commit/68bf30f7ba9438360c5b8628fa7d771eda90dfcf>

**LANGUAGES**

English

Hindi

Gujarati

Marathi