Rajendra Singh

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CAREER OBJECTIVE:

To attain a position from where I can apply my acquired knowledge and skills while working in a team environment, aiming at contributing towards the main objective of the organization and enhancing professional growth.

Professional Summary

1. Total 15 years of experience as a Telecom professional in MS operation & Care-Support of Wireless Networks 2G / 3G / 4G.
2. Electronics & Telecommunications Diploma and B-Tech in presently working with **JIO**
3. Expertise in Multi-Node & Domain competency like Nokia Cloud setups, VoLTE/IMS systems & CS-CORE NOKIA, ERICSSON H/W installation AXE-810 Core Node, ZTE NGN
4. Hands on for Nokia Cloud (CBIS setup 17,18,19) CBAM, Blade Server-HP & Dell Hardware Voice Core /VoLTE /IMS systems of Nokia NTAS/O-TAS / JIO C-TAS, CFX-5000, ASBC(P-CSCF), PSBC, MRF, Net-Number- ENUM, ATCA-BGW / MSS / MGW

Work Experience→ 15 years

1. Presently working with **Reliance Jio Info COMM Ltd** as SME (TAC- Support) JIO PAN India IMS from Sep 2021 to till date at Mumbai (MH) (Jio – NOC- HQ).
2. Worked with **Nokia** as Senior L2- Expert (Fault Management) (L2 -FM GDC support) for **Bharti Airtel (VoLTE GDC MS-Operations)** from Dec- 2016 to Aug- 2021 at NOIDA.
3. Worked with **DLC for Vodafone India P (LTD).,** Pune (MH) as FM Engineer CS – Core GDC from Feb. 2016 to Dec-2016.
4. Worked with **Mafoi / Randstad ltd** as FM- Engineer for Nokia GDC Noida (Bharti Pan-India-Project MS-Operations) PAN -INDIA CS Core Network (2G -3G) from Apr 2010 to Jan. 2016.

5. Wipro Ltd – Worked as a NGN support engineer for Idea Cellular Ltd, Patna for the period of 2008 febuarey-2009 to MARCH 2010.thru (SK INFO SIRVICES).

6. Worked during April 2007 to February 2009. At SPANCO Ltd. GURGAON (Haryana). As Switch Engineer, dealing with hardware Installation & implementation support for AXE-810 switches (Ericsson).

Job Responsibilities at Ericsson Global Services Pvt Ltd: -

Jio IMS- PAN- India Mumbai (MH) IMS Core : -

- Daily Operation TAC Support of JIO – PAN India IMS Network, **OBGW / CFX-5000, SBC, MRF, ENUM, C-TAS Jio, Rack Mounting server (HP / Dell) ILO – Server.**

- Customer complaint Like call issue / Emergency services / abnormal RSR / CSSR also Check Wireshark analysis and troubleshooting SIP error and KPI Improvements (SCR, ASR, CSSR, RSR, processor load, Core node utilization and utilization of various IMS Core interfaces).
- Ensure network monitoring and all alarms generated on nodes are processed and cleared within SLA.
- Support for Alarm clearance for IMS core elements like Jio- C- TAS, Nokia- CFX-5000, SBC, MRF, Net Number.
- Troubleshooting on FM unresolve Ticket and provide appropriate solution or Work Around To FM Team regarding IMS – Core – Nodes Alarm .
- Hardware Fault Rectification IMS Nodes CFX / OBGW / C-TAS / SBC

- DNS – Activity SBC Live Perform DNS file uploading respective Zone / Circle as plan and SBC Live testing call Testing Pre / post confirmation with Nokia Team
- Daily activity Power redundancy / SBC Live / CFX upgrade / HP ILO memory / Hardware replacement activity, Pre / Post Confirmation with Project Team.

- **Customer Complaints Resolution** ensuring SLA to be within accepted duration.

- Monitor and control all routine activities like power IP Cluster pool Live IPSM / CTAS / RCS / CRBT all IP inks Diameter / SIP Connection within IMS Core- nodes.
- To handle **TTs/ CRs/ WOs** within specified deadlines.
- SBC - Hot fix activity, Patch-loading , IOT / Jio Join Link Troubleshooting.
- And Many More Nokia Care case suggested Activity.
- Media reachability / SIP reachability ping / Traceroute / naptr query / srv query for FQDN and IP.
- VIP Call complaint testing online tcpdump Trace SBC / SCSF / PCSCF and various interface.
- 5G node installation and Testing started at Project end soon will handover to JIO NHQ.

Job Responsibilities at Nokia GDC Noida.

Bharti Airtel (VoLTE GDC MS-Operations): -   for Nokia GDC Noida

- Daily operation and Maintenance of **Nokia nTAS/oTAS, CFX-5000, ASBC, PSBC, MRF, NetNumber/DNS Openstack Cloud and CBAM, HP BLADE,** Under cloud, Hypervisor.
- Take necessary action on the FM assigned TTs for VoLTE IMS nodes, Cloud and CBAM Nodes.
- Analyze the issue of different SCR impacting clear codes and SIP error code with the help of GSMTOX, pcap/Wireshark traces and provide the analysis/solution to circle for the issue.
- Perform the **FM related assigned activities for VoLTE Network** during MW in various node of IMS N/W and Cloud Computing and VM Migration online.
- To Implement Available and Care suggested WA in Volte IMS/Cloud Nodes
- Perform **VMs migration** from one compute to another compute in cloud(Horizon Dashboard) as per the plan received from Planning team.
- Raising Care case and hardware case like Open TAS / Nokia TAS / CFX 5000 / SBC / MRF Cloud and HP (GEN-9/10) DELL (IDRAC) and support for logs collection as per requirement.
- Provide support during EMERGENCY for VoLTE Network and Cloud Network.

- Ensure to provide support & cleared alarms on VoLTE NW within SLA to avoid outages and penalties.
- To execute bypass plan in various IMS Nodes provided by Planning team during emergency situation/critical outage in IMS N/W.
- Provide support to Project and Planning team in new VoLTE node/new feature implementation.

Job Responsibilities at Vodafone GDC Pune (MH) DLC PVT LTD

- Job responsibility as A FM Expert Engr
- Fault Management (Hardware & Software) of Nokia MSS / MGW / GMSC / GMGW / ATCA MSS and MGW HLR and HSS.
- Alarm and Network clear code Troubleshooting and providing resolution / Work Around to various types of Hardware & Software fault
- If any outage and KPI degrade will troubleshoot with in SLA or as per Ticket severity will raise Care Ticket / Emergency with Nokia Care Team.
- Accountable for the taking the weekly/Monthly backup of Nodes.
- Checking of CDR files Polling, CDR Formation and taking respective actions for the same.
- Providing log to Care Team and Plan the care suggested activity for Ticket resolution.

Job Responsibilities at Mafoi and Randstad for (NOKIA GDC Noida)

Nokia GDC Noida Bharti 2G -3G Pan India MS-Operations): -

- Daily Health Check for MSS / MGW / HLR /ATCA MSS
- Fully responsible for Software & Hardware Faults, Card replacements, Announcement loading, package loading & Hardware expansion.
- Responsible of New Levels opening/short code/call centre routing/ Missing Cell id creation in MSC / MSS.
- Alarm troubleshooting and resolve the Ticket with in SLA.
- Weekly back up on system and external drive (MOD / Pen drive) for All Core NSS NE.
- RA Testing & Documentation of BSNL POI AT Reports.
- RA Testing for New Pvt Operator POI.
- Provide to confirmation to Project Team for call testing / alarm confirmation Post Node Live.
- Day to day coordination with BSNL & other Pvt. Operator for level opening and POI related query.

Job Responsibilities at Spanco pvt ltd (Gurgaon)

- Done HW installation for Ericsson all over India
- Daily coordination with Circle Project Manager regarding 2G / 3G Node Installation status like BSC / MSC / GMSC / MGW /MSS / SGSN / GSGSN/ RBSC.
- Post power on the Node providing HW support Node Testing HW testing / Call testing / AT.
- HW installation and testing support provided Ericsson Client Operator AIR-Tel, BSNL

VODAFONE, UNINORE and Aircel, Idea

Achievements and MAJOR ACTIVITIES:

- Extra Ordinary Performer Nokia Care Upgrade Team 2018 – 2019 ABGW Upgrade done for Vodafone Pan INDIA from NOC (Remotely) and Done OBGW upgrade for Odisha Circle / Bihar On site without any outage around 120 ATCA BGW Nokia Upgrade completed as Software Upgrade Care Team Expert
- Worked also with Advance Care Team Kibana feature add on KPI / Log Finding for Bharti IMS Pan India Project.
- Ericsson AXE 810 Model 9 - 2G MSC / BSC Switch installation activities supervise Aircel Shillong 2008-2009.
- LM has given me Top performer awarded regarding provide resolution for MUM Airtel IMS circle CDR Outage for Open TAS without any care Case- 2019.

CERTIFICATIONS, TRAININGS & OTHER ASPECTS:

- Nokia NCSA / NCSS certification MSS / ATCA MGW

- GSM-MSS/MGW FUDAMENTAL TRAINING.
- Fundamentals of red hat Linux Certified.
- SBC Certification.
- O AND M TRAINING OF MSS (Nokia Siemens Switches.)
- 3G SCN TRAINING OF NSN SWITCHES.
- ISO QULITY TRAINING.
- Cloud Basic Training.
- LTE Basic Training.
- ATCA NE Training.
- NCSS Certified O and M.
- 4G-VOLTE & IMS & CLOUD.
- CFX Training.
- NCSA Certification LTE.
- Soft Skill Training.

Educational Qualification:

- Diploma in Electronics Engineering from B.T.E. UTTRAKHAND.RURKEE 71.5 % in 2004.
- B-Tech 2011 RVD University (Udaipur) (Electronic & Telecommunication) 67 % in 2011.
- 12th from U.P. Board in 2000.
- 10th from U.P. Board in 1998.

PERSONAL DETAILS:

- FATHER'S NAME: Shri Madan Singh
- DATE OF BIRTH: 02 – June- 1982
- SEX: Male
- NATIONALITY: INDIAN
- MARITAL STATUS: MARRIED
- Language   :   Hindi, English.
- Permanant Address: House No- 118 ,Chhateekhat, PO- DOFAR, Bageshwar
                                         Uttarakhand – PIN- 263642

Rajendra Singh   **Resume**

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Declaration: --I hereby declare that all the statements made are correct to the best of my knowledge and belief.

DATE: **(Rajendra Singh)**

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