

Name: Akash Pradhan

Mobile: +91.8018177402

E-Mail: akashchandra.in@gmail.com

CARRIER OBJECTIVE

- Seeking a position to utilize my skills and abilities in the industry that offers professional growth while being resourceful, innovative and flexible.
- To be a dependable & responsible team player requiring little supervision & open to learning new technologies.

EDUCATION QUALIFICATION

Qualification	Board/University	Year of passing	Percentage
B-Tech	Srinix College of Engineering	2018	7.6 CGPA

PRODUCTION SUPPORT ENGINEER- VOICE/VIDEO SUPPORT

- ✓ **Cisco and Microsoft Voice and network Engineer with 5.9** years of experience in testing customer support & deployment in Telecommunications domain.
- ✓ Experience in **VoIP** Networking, System Hardware and Technical Support.
- ✓ Good working experience in MS teams and Skype for Business.
- ✓ Experience on Cisco **CUCM**, Cisco expressway C & E, Cisco meeting server (CMS) VC codecs etc.
- ✓ **SIP** Call flow Understanding, **CUBE/MGCP** Voice Gateway Experience, **PRI** line Configuration and troubleshooting with CUCM.
- ✓ Good working experience on Sonus and Oracle SBC .
- ✓ Good working exp on Monitoring tools like **PuTTY**Genious, **Netcool**, **Wireshark** etc.
- ✓ Good working exp on **SBC and PBX**
- ✓ Good working exp on change **Management/ release Management tools** like service now/JIRA and Jama tools.
- ✓ Also have been expertise with **MGCP and H323 protocol**.
- ✓ Thorough knowledge of VoIP protocols like **SIP, SDP, RTP,HTTP** and Signalling protocols like **SS7 (Q.76x/GR3xx)**, ISUP, SCCP, MAP, **ISDN** and **IMS** protocols.
- ✓ Strong communication, collaboration & team building skills with proficiency at grasping new technical concepts and utilize the same in productive manner.

- ✓ **Unified communication-** Cisco and Microsoft Voice Engineer with CUCM , Voip , Sip ,Ms Teams, product deployment and Support and testing.
- Prioritize multiple projects effectively using basic project management methodologies
 - Excellent oral and written communication skills. English language fluency required
 - Good working knowledge of Video Conferencing
 - Organize and prioritize multiple projects effectively
 - Experienced with designing and integrating Cisco Contact Center Express and/or Contact Center Enterprise with UCM.
 - Excellent organizational, communication, documentation and project management skills
 - Experience in troubleshooting of Skype/Lync platform systems, VoIP interconnections, SIP telephony, and Carrier or PBX interoperability
 - Strong understanding of the communications protocols such as H323/SIP/MGCP/SCCP/VOIP
 - Strong Cisco Unified Communications experience
 - Strong Cisco Contact Center experience (UCCE, ICM, CVP)

Work Summary:

- 1.I worked as a **Testing Engineer with Reroute Tech Pvt.Ltd** from July 2018 to November 2020
- 2.Currently working with **Ecosmob Technologies Pvt Ltd, Gujarat** from (**Dec 2020**) till date) as a **QA Analyst**.

CAREER RECITAL

PROJECT 1 :Cisco Video Network (CVN) and meeting server (CMS) Infrastructure L1/L2 Support

Project:

Scope:This project is about bank Video Infrastructure support which is a combination of **CUCM**, Cisco VQ Manager, **Cisco CMS**, MCU Expressway E and C, **ISDN Gateway** and **Cisco Video** endpoints.

Roles:

- Provide support to the customers spread across different company offices.
- Debugging the critical and high priority issues.
- Handle priority tickets from customers.
- Troubleshoot and fix the tickets coming to **VoiceSupport team**.
- Installation and upgrade of new software and patches in the production Environment.
- Closely work with Engineering and Cisco TAC for the issues.

PROJECT 2 :MS teams and Skype Support Engineer

Project:

Scope: Serves as the subject matter expert and responsible for all aspects of **IP based telephone systems** for enterprise voice network to ensure minimum downtime & maximum availability of network. Onsite **Support Engineer** on Project of **Cisco IPT** and **Ms Teams solution**.

Roles:

- Working on Cisco Call Manager CUCM 10.5/11 Version, Cisco Unity, IM& Presence, MRA Solution using Cisco Expressway, CUEAC solution, Cisco Voice Gateway.
- Cisco IP Phone Configuration and troubleshooting of all Cisco Phone models with SCCP and SIP Protocol and Video Telephony devices.
- Troubleshooting with RTMT tool with CUCM logs.
- Co-ordination with CISCO TAC Engineer to Troubleshoot complex issues, Vendor Coordination.
- First point of contact for customer to raise an issue, understanding the issue faced by the customer providing ticket for the same, taking follow on the issue till resolution to the customer satisfaction;
- Coordinating with internal teams to provide the resolution to customer satisfaction.

SOFT SKILLS



- Team Management and Team player.
- Self-motivated and a quick learner.
- Good in Verbal and Written Communication.

PERSONAL DOSSIER



Name	Mr.Akash Pradhan		
Interests	Playing Cricket, Travelling, Bike riding.		
Date of Birth	05 may 1997	Mobile No	8018177402
Permanent Address	Gandagara,Kenduapada,Bhadra k	Languages Known	English, Odia, Hindi.
State	Odisha	Pin code	756112

Declaration:

I declare that the information and facts stated above are true and correct to the best of my knowledge and belief.

Signature.

Mr.Akash Pradhan