**RESUME**

**PRATEEK DHAWAN**

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**OBJECTIVE**

Seeking a challenging position in a progressive organization that allows career growth, development and provides challenging work environment and apply the same to increase my technical skills and attain excellence in my profession.

**EXPERIENCE**

Currently working as Lead Engineer, with **HCL Technologies** for various project, hands-on with multiple server configuration, experienced in Interoperability Testing with various SIP standard products and other allied software products on both **Cloud(GCP && MS-Azure)** as well as **On-Premise Solutions**.

**JOB PROFILE**

**Total Relevant Experience-**: 5.6 Years

**Present Employer-**: HCL Technologies , Sector-60 , Noida-201301

**Position-:** Lead Engineer

**Total Duration of Service (Complete Experience)-**: 23rd November 2015 to till date

**EXPERIENCESUMMARY**

* Working knowledge of complete Deployments of products and services on Cloud Platforms like-: **Google Cloud Platform(GCP) , MS-Azure , Kubernetes(K8s) , Data Store , File Storage**
* Understanding and knowledge of **Services , Deployments , Ingress Rules , Networking , Clusters , PODS , Replica Sets , App Engine , Compute Engine , VPC Networks**
* Troubleshooting Experience with tools including **Packet Sniffer(Wireshark)**, other common tools used in converged network
* Involved in **Functional** testing, **Integration** and **System** testing, Unit testing, UAT testing.
* **Developed** and **executed** the Test cases from the requirements / use cases.
* Expertise in **Firmware Installation**, **up-grade** and **down-grade**, **preparing setup** and analyse if any issues. **Automation** of Manual test cases to reduce effort.
* Validating **customer tickets/issues**
* Experienced in Inter-op/Intra-Op with Products like -: **POLYCOM RMX/MCU, MITEL PBX** **Servers (Mi-Voice 5000), Polycom Group Series**, **Polycom HDX, NEC- SV9100/9300 PBX’s, AudioCodes SBC** etc.
* In-depth knowledge and hands on experience in **VMware ESXi, vSphere** and other virtualization products like **Hyper-V, KVM** etc

**Organizations Worked For**

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| **Company Name** | **Duration of Service** | **Role** |
| HCL Technologies | 2nd May-2019 till Present | Lead Engineer |
| NEC Technologies India Pvt. Ltd | 19th November 2018 to 26th April-2019 | Senior Member of Technical Staff(Data & Quality Assessment/DQA) |
| Mitel Communication Pvt. Ltd. | 18th September 2017 to 16th November 2018 | Member of Technical Staff-1(R&D/Enterprise Division) |
| Harman Connected Services | 23rd November 2015 to 14th September 2017 | Software QA Engineer |

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| **Operating Systems** | **Windows, Linux, Android, MacOS, iOS** |
| **PROTOCOLS** | **SIP**, **TCP, UDP**, **TLS**, **RTP/SRTP**, **SDP**, **H.323, ISDN (PRI/BRI Trunk), SIP Trunk, Audio/Video Media Formats(G711, G729 , H.263, H264** ),**IPv4/IPv6 , FTP**, **DHCP, SSH**, **Telnet, Syslog, TLS(v1.0/1.1/1.2)**  **epc** |
| **HARDWARE/SOFTWARE** | **Polycom Real Presence, Polycom Audio/Video Conferencing**, **Mitel IP-PBX , Hardware PBX** , **NEC SV9100/SV9300 PBX**, **VM-Ware** **Deployment & Maintenance**, **Microsoft Lync/Skype for Business** |
| **Tools and Miscellaneous** | **Wireshark**, **REST API, JIRA**, **MySQL, SILK, Confluence, Selenium, Python, Google Cloud Platform, MS-Azure, Docker , Rancher , Git/GitHub , Deployments , Cloud Network Services, Kubernetes Clusters, PODS, Replica Sets, App Engine, Compute Engine , VPC Networks , Kubernetes(K8s) , Google Cloud Storage(Filestore , Datastore etc) , AAD(Azure Active Directory)** |
| **Functional Areas** | **Smoke Testing**, **Automation Testing**, **Regression Testing**, **Sanity**, **Ad-hoc Testing**, **Performance Testing**, **Functional testing**, **Interoperability testing**, **Mobile Testing**, **Grey Box Test, STLC/SDLC** |

**TECHNICAL DETAILS**

**PROJECT DETAILS**

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| **Company-1** | **HCL Technologies , Noida** |
| **Project** | **MiCollab™ Application for Chat , Voice/Video with Web Sharing , Meetings , Outlook® & Calendar Integration . Complete E-2-E Solution Deployment and Testing on Google Cloud , MS-Azure in-association with Rancher && Docker** |
| **Description of Project** | Mitel MiCollab is an enterprise collaboration software & tools that powers communications whenever & wherever one needs from.Available for PC, Mac, Web, and Mobile Devices ConnectsUnified communications and team collaborationWebRTC softphoneIndividual and group chat on CloudFile and screen sharingMiCollab SoftPhone(s) as well as DeskPhones |
| **Role** | Lead Engineer(Software Verification Engineering/SVE) |
| **Responsibility** | Involve in preparing test plan and test cases execution for Maintenance and Main releases.New feature understanding as per the designed documents and requirement, Test Case writing/reviewing and maintaining the same on test line.Various DeskPhones as well as SoftPhones Configuration in both Cloud as well as Enterprise EnvironmentComplete E-2-E Deployment and Testing of Telecom Solution on Google Cloud PlatformMaintenance , administer , test ,upgrade Kubernetes Engine(GKE) on the Clusters in GCP Production Solution EnvironmentComplete E-2-E Deployment and Testing of Telecom Solution on MS-AzureDeep Understanding and knowledge about creation of tenants on MS-Azure for AAD(Azure Active Directory) likeMaintenance , administer , test ,upgrade of Microsoft’s AAD(Azure Active Directory)Fallback and Failover Testing/Resiliency on N/W and SoftwareYAML Concepts for Docker DeploymentsAudio , Video & Web(AWV®) Testing with Screen SharingEmergency 911 Testing approach with Ray-Baum Act |

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| **Company-2** | **NEC Technologies India Pvt. Ltd , Noida** |
| **Project** | **NEC SV9300/SV9100 PBX** |
| **Description of Project** | NEC SV9300 & SV9100 is an open standard based system.  Available only as a Hardware Version for Small & Medium Scale Business(SMB’s) |
| **Role** | **Senior Member of Technical Staff** |
| **Responsibility** | * Integration Of SV9100 PBX with the **Audio codes SBC** providing both **IPv4** as well as **IPv6 Trunk support** * Set-up & Configuring NEC-SIP as well as Standard SIP Phones like- Yealink, AudioCodes 310/320HD etc. with SV9100 PBX * Simulation of PRI/ISDN Trunk with PBX |

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| **Company-3** | **Mitel Communications Pvt. Ltd, Manyta Tech Park, Bangalore** |
| **Project** | **Mitel MiVoice 5000 PBX Sever** |
| **Description of project** | MiVoice 5000 is an open standard based **IP-PBX** system and, therefore an IP telephony application fully integrated into the information system.  Available both as a Gateway/Hardware (**AXL, AXS, AXD**) & a Software/VM-Ware Version for full IP operations. Each server hosts up to 15,000 IP subscribers. MiVoice 5000 is compatible with any terminal type: -   * **Wired**: SIP, Mitel IP Phones * **Video:** with MiVoice BluStar™ 8000i * SIP softphones & Mitel softphones * **Wireless:** DECT over IP, SIP, WLAN * Smartphones or GSM (Fixed-Mobile Convergence) * Analogue, digital or traditional DECT phones via MiVoice 5000 Gateways. |
| **Role** | **Member of Technical Staff-I(R&D/Enterprise Division)** |
| **Responsibility** | * Test setup configuration with Internal/External networks & checking their connectivity. * Simulating ISDN (T0/T2) trunk connections with the PBX’s. * Testing of Various PBX features like-: * DHCP configuration * FTP/TFTP update * NTP * Hands-On Deployment & Maintenance of **Call Manager** in a **redundant & stand-alone mode**. * Proper Configuration, deployment & Maintenance of SIP, Proprietary, IP Proprietary, DECT Wireless phones.(**IP Phones**) * Configuring & testing the various Aspects of a Voice Mail Server. * New feature understanding as per the SRS & then perform Test Case writing/reviewing and maintaining the same on test line. * Testing Music on hold messages, Interactive Voice Response (IVR), conference calls, call transfer, call forwarding etc. * Testing the **Ciphering(TLSv1.2/SSL)** of the calls in a Secured System Mode. * Automating the Test Cases using Selenium (with Java) for up-grade, backup taking/restore, Maintenance etc. * **MiCC™ (Contact Centre)** Application Deployment, Maintenance and Use Cases |

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| **Company-4** | **Harman Connected** **Services, DLF Cyber City, Gurgaon** |
| **Project** | **RMX (MCU) Audio /Video Conferencing Server** |
| **Description of project** | Polycom Real Presence Collaboration Server is the software for multiparty video, voice, and content collaboration that connects the most people at highest quality. RMX Connects employees, partners and fragmented communication systems, through the industry & broadest support for existing and emerging standards, protocols and natively integrated applications. RMX connects the most people at highest quality on-premises, hosted, hybrid or cloud delivered. Real Presence Collaboration solutions includes:  Real Presence Collaboration Server Virtual Edition, a software only platform for virtualized/cloud environments  Real Presence Collaboration Server Hardware solutions with a range of resource options for any size – from small and high growth organizations to the largest companies in the world. |
| **Role** | **Software Engineer (QA)** |
| **Responsibility** | * Involve in preparing test plan and test cases execution for Maintenance and Main releases. * New feature understanding as per the designed documents and requirement, Test Case writing/reviewing and maintaining the same on test line. * Performed **SMOKE**, **SANITY**, **ADHOC**, **REGRESSION**, **PRFORMANCE**, **AUTOMATION** Testing. * Actively involved in setting up the lab by fresh installation of Servers i.e. RMX2K/4K/Ninja, Polycom and other end-points * Test setup configuration with Internal/External networks & checking their connectivity. * Audio /Video call features interoperability testing– SIP signalling Dial in/out, Mute, Un-mute, Call hold, validating type of connectivity i.e. **SVC/AVC** and various other feature testing with different EPs. * Perform video quality analysis over different bandwidth and their resolution type like HD720p, CIF, and SIF. Content sharing/snatching features between **H264/H263** codec supported EPs. * Microsoft **Skype For Business/O365 Integration** & Testing with Polycom RMX’s * Defect Management & Raised bugs in different early testing phases * Ensure testing goes as per test plan for every cycle. * VMCUdeployment through VMWARE. * Validate MCU load performance by running CG and connecting multiple end points like RPD/HDX/GS/MFW/RPWS participants while RL test. * Audio only call testing & codec validation like narrow band codecs-**G711, G729** and Wideband codec-**G722, G722.1**. * Fail-over testing between real presence collaboration servers. * Local Onsite assignment in Polycom Hyderabad office. |

**ACADEMIC DETAILS**

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| **Course** | **Institute** | **University/Board** | **Marks** | **Year** |
| B. Tech (Electronics & Communication) | Guru Premsukh Memorial College of Engineering, Delhi-110033 | Guru Gobind  Singh Indraprastha University, Delhi-110078 | 80 % | 2011-2015 |
| Class XII | Mahavir Senior Model School, Delhi-110033 | CBSE | 86.4 % | 2010-2011 |
| Class X | Mahavir Senior Model School, Delhi-110033 | CBSE | 86 % | 2008-2009 |

**PERSONAL PROFILE**

Father’s name : Mr. SUNIL DHAWAN

Marital Status : Single

Date of Birth : 23rd April 1993

Nationality : Indian

Language Proficiency : English, Hindi

Contact Address : E4/21 C Model Town-2, New Delhi-110009