SWATI RASTOGI

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**SNAPSHOT-** Network Engineer with 6+ years of experience in managing network (2G, 3G, 4G and IP data), escalation support, and network

Systems administration Skilled in delivering technical support, managing network

Operations and maintaining enterprise-wide area networks across multi-platform and high uptime Data

**Professional Experience**

**Ericsson, Noida**

Key Responsibilities: Associate Engineer (IP data) (February 2020 to till date)

* Work in 24x7 support model and provide required shift handovers.
* Active monitoring of outage alarm events & acknowledgement as per escalation matrix stated in ZLDs.
* Helping in ticket management and reporting task by updating and building the database of technical issues in fault ticket notes.
* Maintained internal and customer communication during the ticket resolution and escalated issues to the next level as per defined process.
* Testing performed over WebEx meeting with customer for new service link installation.
* Handling bridge call during outages and emergency for impact sharing.
* In case of high severity tickets, assigning the fault incident tickets to 2nd line team for further investigation.
* Optimize network performance and reliability by maintaining hardware and software, analyzing technical issues, and ensuring availability to system users
* Implement effective security measures to protect data, software, and hardware
* Execute the maintenance window changes for multiple locations**,** performing troubleshooting of routing and switching issues

**Nokia, Noida**

Key Responsibilities: CS Core Engineer (October-2018 to March-2019)

* Alarm’s analysis, Ticket creation, escalation & resolution of all network elements in 2G/3G network.
* Responsible for Operation & Maintenance of Ericsson MSS, MGW, HLR, at GNOC Noida.
* Knowledge of GSM basics, 2G/3G, SS7 signaling, logical channels.
* Able to perform various activities PRM (Spare unit diagnosis), HMS & Boot version check and MOD Backup.
* Able to understanding & analyze Clear code for certain outage take trace, manually & find reason for it & supporting Field team for it.
* Applied routing changes including BGP, OSPF, RIP, PIM, and EIGRP, which improved network/system performance by 40%.

**Tata Teleservices Limited, GNOC Noida**

Key Responsibilities: CS Core Engineer (FM) (April-14 to Dec-14)

* Alarm’s analysis, Ticket creation, escalation & resolution of all network elements in 2G/3G network.
* Responsible for Operation & Maintenance of Nokia IPA2800, DX-200 Switching Systems (MSS, MGW, DXHLR, ATAC) at GNOC Noida.
* Knowledge of GSM basics, 2G/3G, SS7 signaling, logical channels.
* Able to perform various activities PRM (Spare unit diagnosis), HMS & Boot version check and MOD Backup.
* Respond to Alarms/Alerts on monitoring tools, perform initial triage & escalate to concerned team & follow up open tickets.
* Able to understanding & analyze Clear code for certain outage take trace, manually & find reason for it & supporting Field team for it.
* To escalate the critical issues to the back office and to resolve the issues with the SLA time.
* Performing Daily Health Check-Up All circle to make operation run smoothly.
* 24 \* 7 Coordination between Circle teams & OMC Team. Ensuring escalation of faults and maintaining records for all the Faults.

**Nokia Solution Networks, Noida**

Key Responsibilities: NSS-CORE Engineer (April-14 to Dec-14)

* My job responsibilities Monitoring 24\*7 2G/3G Telecom, also escalating, and updating alarms as per customer SLA (Service Level Agreement).
* Ensure the tasks are carried out in accordance with the SLA (Service Level Agreement).
* Responsible for network performance monitoring and alert Performance Management Department of service to minimize outage time and achieve higher availability
* Providing technical support to the operation and maintenance engineers by alarm surveillance engineers.
* Basic work of escalation of alarms of MSS, MGW and HLR. (Alarm Surveillance)
* Using different tools like Net cool, CITRIX, TSRM, FRM and ASR
* Use various commands for 2G &3G call status, alarms, ET status, etc.

**Tools used**

* Putty used to perform the Health checks of the nodes remotely using the UNIX commands.
* MRTG/ SCCT tool used to capture the traffic deep.
* Nokia CITRIX and Netcool
* TSRM, TANG, ASR Call volume monitoring
* FRM & ASR, Reflection.

**Education**

* Completed B.Tech (Electronics &Communication Branch) in 2013, From BHAGWANT UNIVERSITY AJMER (Rajasthan).
* 10+2 from U.P. Board, Rampur.
* 10th from U.P Board, Rampur.

**Additional Skills**

* **Operating System:-** Windows XP/2000/2003, Win 7, Win 8 and Win 10
* **Languages and Database:-** C, C++, Basic of Oracle, and SQL
* Vocational training of weeks During June 2012 under SDE (CDOT) at “Civil Lines Exchange BSNL office”, Rampur (U.P**).**
* **Network Technologies:-** Cisco Routers, Switches, Ethernet, Fast Ethernet, WAN, LAN, TCP/IP, CDP, RIP, RIPv2, Access Control List (ACL), Network Address Translation (NAT), Port Address

**PERSONAL DETAILS**

**Name:** Swati Rastogi

**Husband’s Name:** Mr. Daksh Rastogi

**Father’s Name:** Mr. Naresh Chandra Rastogi

**Date of Birth:** 30thNov 1989

**Nationality:** Indian

**Languages Known:** English, Hindi

**Permanent Address:** 174, Devi Nagar, Suraj Kund Road, Meerut, UP, 250002

**Declaration:**

I hereby declare that the above information is correct to the best of my knowledge and I bear the responsibility for the correctness of above-mentioned particulars**.**

**Place:** Delhi  **SWATI RASTOGI**