NISHANT SINGH

Audio video engineer L2

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PROFESSIONAL SUMMARY

Results-driven Telecom & Video Conferencing Engineer with 6 years of experience in managing enterprise AV, collaboration, and network solutions. Skilled in Microsoft Tearns Direct Rouling, Zoom administration, VoIP, SIP, H.323, and end-to- end video conferencing support. Proven track record in troubleshooting, configuration, and automation with PowerShell, ensuring seamless communication infrastructure and minimal downtime

WORK HISTORY

01/01/2025 – 09/2025

Volkswagen Group Technology Solution
Video Engineer L2
- Configure organization-wide meeting settings (video, audio, screen sharing, chat, recording).
- Schedule, edit, and manage high-priority or executive meetings/webinars.
- Set policies for waiting rooms, passcodes, and authentication for meeting security.
- Installed, configured, and maintained microphones, cameras, lighting, switchers, and projectors for seamless AV operations.
- Add, remove, and manage user accounts within the organization.
- Enforce security standards such as MFA (Mulli-Factor Authentication) and SSO (Single Sign-On).
- Assign roles (Admin, Member, Owner) and set appropriate permissions.
- Could please update configuration integrations nishant
- Collaborated with cross-functional teams to troubleshoot and resolve video playback issues, improving overall service quality.
- Monilor active and inaclive accounts for security compliance.
- Led the integration of advanced video processing lools, optimizing workflows and reducing operational downtime significantly.
- Mentored junior engineers on video engineering principles, fostering skill development and enhancing tearn productivity.

01/08/2024 – 01/10/2024

Tata Consultancy Services (TCS)
Senior Support Engineer 2, Mumbai
- Configure organization-wide meeting settings (video, audio, screen sharing, chat, recording).
- Schedule, edit, and manage high-priority or executive meetings/webinars.
- Set policies for waiting rooms, passcodes, and authentication for meeting security.
- Manage breakout rooms, co-host settings, and meeting templates.
- Resolved 95% of escalated technical issues within SLA, ensuring high client satisfaction.
- Implemented preventive maintenance, reducing downtime by 20%.
- Mentored junior engineers, improving overall team efficiency by 15%.
- Led troubleshooting initiatives for complex technical issues, enhancing system performance and user satisfaction across multiple client projects.
- Developed and implemented process improvements that streamlined support operations, resulting in reduced response lines and increased efficiency.
- Mentored junior support engineers, providing guidance on best practices and technical skills, fostering team growth and expertise.

- Collaborated with cross-functional teams to identify recurring issues, driving root cause analysis that informed future preventative measures.
- Add, remove, and manage user accounts within the organization.
- Assign roles (Admin, Member, Owner) and set appropriate permissions.
- Manage user licenses, ensuring the correct plan is assigned to each user.
- Reset passwords or assist users with login/access issues.
- Monitor active and inactive accounts for security compliance.

01/09/2022 –
01/08/2024

Bharti Airtel
NOC Engineer L2

- Monitored VC call flow for high-level meetings and managed conferencing via Zoom, Blue.Jeans, and Skype.
- Oversee daily operations of all AV and video conferencing systems across classrooms, conference halls, and event venues.
- Ensure responsive, high-quality technical support for users at all levels.
- Coordinate end-to-end AV and Video Conferencing projects — from design and planning to implementation and handover.
- Prepare AV BOQs, evaluate integrators/vendors, and negotiate on technical and cost parameters.
- Manage project timelines, scope, budgets, and quality standards.
- Liaise with internal teams and external vendors to ensure seamless project delivery.
- Establish, document, and enforce AV best practices and standard operating procedures.
- Created and managed bridge calls for internal and external stakeholders.
- Generate usage reports on meetings, participants, and overall activity.
- Track license utilization and optimize for cost efficiency.
- Monitor performance metrics (meeting quality, connection issues).
- Analyze trends to im collaboration and platform usage.
- Monitored network performance, diagnosing issues to ensure optimal functionality and enhance service reliability for clients.
- Share periodic reports with managerment for decision making.
- Integrate Zoom with third-party tools (Microsoft Teams, Outlook, Slack, etc.).
- Set up, maintain, and troubleshoot AV equipment including microphones, speakers, projectors, video displays, cameras, mixers, and streaming systems.
- Manage live events, webinars, and online meetings on platforms such as Zoom, MS Teams, WebEx, and BlueJeans.
- Perform proactive maintenance and ensure availability of essential AV supplies and spare parts.
- Maintain technical documentation, user guides, and internal knowledge bases.
- Configure organization-wide meeting settings (video, audio, screen sharing, chat, recording).
- Schedule, eclit, and manage high-priority or executive meetings/webinars.

01/10/2020 –
01/08/2022

Publicis Sapient
Telecom Engineer L1

- Oversee daily operations of all AV and video conferencing systems across classrooms, conference halls, and event venues.
- Ensure responsive, high-quality technical support for users at all levels.
- Establish, document, and enforce AV best practices and standard operating procedures.
- Delivered end-user and client support for Teams telephony and Zoom webinars.
- Led the implementation of network monitoring tools, enhancing system. performance and reducing downtime across multiple projects.
- Collaborated with cross-functional teams to design and deploy telecom solutions, ensuring seamless integration and optimized functionality.
- Conducted thorough system testing and troubleshooting, improving network reliability and user satisfaction through proactive problem resolution.
- Coordinate end-to-end AV and Video Conferencing projects — from design and planning to implementation and handover.

- Prepare AV BOQs, evaluate integrators/vendors, and negotiate on technical and cost parameters.
- Manage project timelines, scope, budgets, and quality standards.
- Liaise with internal teams and external vendors to ensure seamless project delivery.
- Set up, maintain, and troubleshoot AV equipment including microphones, speakers, projectors, video displays, cameras, mixers, and streaming systems.
- Manage live events, webinars, and online meetings on platforms such as Zoom, MS Teams, WebEx, and BlueJeans.
- Perform proactive maintenance and ensure availability of essential AV supplies and spare parts.
- Maintain technical documentation, user guides, and internal knowledge bases.
- Stay updated with emerging AV and video technologies; recommend upgrades and optimizations.
- Evaluate new tools, systems, and applications to enhance collaboration and learning environments.
- Promote and train users on new technologies and system enhancements.

01/06/2019 – 01/10/2020	**Renovision Automation Services Supporting Wipro Ltd Workplace** VC Support Engineer

- Managed enterprise VC infrastructure (Cisco, Dolby, MTR, Blue Jeans, Zoom).
- Integrated Crestron systems, cameras, and peripherals for seamless meeting room operations.
- Handled incident management via ServiceNow and collaborated with 13 teams/vendors for resolutions.
- Led the implementation of automated support systems, enhancing operational efficiency and reducing response times for client inquiries.
- Developed and maintained documentation for troubleshooting processes, ensuring team members haci access to accurate resources for issue resolution.
- Collaborated with cross-functional teams to identify and resolve technical issues, improving the overall user experience and system reliability.
- Mentored junior engineers in best practices for support and issue resolution, fostering a culture of continuous improvement within the team.

EDUCATION

01/06/2015	**Matriculation** Kendriya Vidyalaya Sangathan, New Delhi
01/06/2018	**Diploma (3yr),.Computer Science Engineering** The Punjab State Board of Technical Education And Industrial, Punjab (Amritsar)
01/06/2025	**Bachelor of Science, B.Tech (Computer Science Engineering)** Maharishi Dayanand University (MDU), Rohtak, Haryana, India

SKILLS

- H.323
- Troubleshooting
- Video conference support
- Voip
- Sip
- Powershell
- Zoom admin
- Microsoft teams

LANGUAGES

English   Hindi

HOBBIES

- Cricket
- Travelling
- Music

EXTRA CURRICULAR

Sports Activity
Activities and societies
I like sports activities already played Regionals & national level games all Indian Kendriya Vidyalaya Sangathan held Regional & national games every year Scout & Guide, Sports

Certificates

Zoom Inc
Corporate Event Video: Producing Company Meetings and Presentations

Microsoft
Microsoft 365 Teams Administrator Associate Cert Prep (MS-700): Plan, Configure, and Deploy Interpret Microsoft Teams usage reports

Microsoft
Microsoft 365 Teams Administrator Associate Cert Prep (MS-700): Managing Collaboration Tools

Cisco Unified Communication
Learning VoIP and Unified Communications

Zoom Cloud Meeting
Running a Webinar or Event on Zoom, YouTube, or Facebook" by Richard Harrington!

Microsoft
Microsoft 365 Administrator Expert (MS-102) Cert Prep by Microsoft Press