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OBJECTIVE:

To put forward my diligent efforts and hard work to achieve the best results in my career, through understanding concepts and principles and imbibing new knowledge of the scientific world

Technical Skills

- As a technical assistance support engineer, my skills revolve around the intermediary unified communication manager in VOIP deployment and troubleshooting.
- I read complex SDL traces to and troubleshoot call routing issues in the VOIP deployed environment.
- Technologies:
- Capture, Wireshark, VOIP scout test, WAN ping, tracers, Putty Tel, SIP, QOS.
- Knowledge of OSPF, EIGRP, BGP, RIP, DHCP, TCP/IP/SIP, and DNS.
- Basic knowledge of network security parameters: SSL/VPNs, IPsec.
- Knowledge of SMTP, FTP, and HTTPS.
- Configuration of Cisco, Polycom, Yealink phones, and ATA Adaptor using GUI.
- Knowledge of SIP protocols, MGCP, H323.
- Basic knowledge of Azure fundamentals and Azure Admin.
- Good understanding of CRM tools like Salesforce, Zendesk, Oceane, ServiceNow, etc.

Work Experience

Currently Working in Movate Pvt. Ltd. (Since Nov'22) Bangalore

Position: Telecom Engineer--Roles and Responsibilities:

- My job profile revolves around setting and configuring VOIP deployment systems at our US, Canada, and UK-based partners on call, chat, and emails.
- Working as an SME for new batches and training them for VOIP setup and configurations.
- Setting up of VOIP devices such as Cisco, Polycom, and Yealinks and configuration of firewalls, routers, and switches according to the VOIP setup using GUI.

- Setting up and checking several QOS issues for VOIP like Jitter latency and delay setting the QOS rules in the firewalls accordingly and troubleshooting for the best VOIP experience.
- Managing inter-media contact center for VoIP routings and troubleshooting inter-media unite VoIP app for basic API configuration check and setup.
- Creating and maintaining tickets on oracle based ticketing system and escalation to L3 whenever case escalation is required to L3, Developer teams.
- Troubleshooting incoming and outgoing PSTN call routing issues.
- Configuration and Troubleshooting of Call hunt and media resources.
- Configuration of useful features such as speed dial, call forwarding, Call Transfer, Call Park, and Call pickup,
- Take HAR capture, analyze the HAR, and take action based on the error message.
- Troubleshoot issues related to call quality, call drop, one-way audio, etc.
- Take SIP logs of isolated issues in real time to keep the business up and running.
- Experienced in setting up and provisioning physical phones with 8x8.
- Understanding of how to implement VoIP telephony services on a variety of client-facing networks.
- Proficient in communication with the end-user and understanding and isolating issues related to their specific network setup.
- Assist Global customers to understand their network.
- Perform troubleshooting on customer routing patterns and make changes if needed.
- Conducting Tests on Ring Group, Call Queue, Paging, etc. features so a big organization can work easily.
- Handling first-line technical support to computer users experiencing difficulties with computer networks and with computer applications using networking tools.
- Basic understanding of Azure Fundamental and Azure Admin.

Netconnect Pvt. Ltd. India (August'19-May'22) Gurgaon

Position: IT Support Analyst--Roles and Responsibilities:

- Installing, maintaining, supporting, configuring, and troubleshooting public interface devices, such as public information terminals in kiosks, Web sites, automated call centers, and software on multiple platforms.
- Monitoring and optimizing network connectivity and performance.
- Experienced in assisting end-users with voice service integrations with CRMs like Zoho, Salesforce, NetSuite, etc.
- Troubleshooting of voice Gateways, SRST, and call signaling protocols on Voice Gateways H.323, MGCP, and SCCP.
- Collect, organize, and maintain a problems and solutions log for use by other technical support analysts

- Logging, monitoring, investigating, and resolving problems.
- Updating and maintaining hardware and software inventory and monitoring system component performance and usage
- Providing technical advice to colleagues and clients.
- Preparing local guidelines, procedures, reports, and documents
- Ensuring that security policies, standards, and procedures are followed and understood.

Genpact Pvt. Ltd. India (June 16-April'19) Gurgaon

Position: Process Developer-- Roles and Responsibilities:

- Maintain and Grant access to the users for applications used in the organization.
- Maintain authentication of users through the OKTA application.
- Reproduce, diagnose, and resolve technical problems encountered by users Tracking Tickets through service-now
- Monitor the response and resolution as defined by the incident management team.
- Managing Customer Relationships.
- End-to-end Support through various Modes of Communication (WebEx, emails, chat, and calls).
- Maintain and handle different reports on the issues faced by customers.
- Gain Knowledge to work on these Tools: Salesforce, GCIC, Service Now, WebEx, Slack, and Trello.

Clearpath Technology Pvt. Ltd. (April'13- June'14) Gurgaon

Position: Sales Executive --Roles and Responsibilities:

- Worked on the assigned data to pitch global customers for SEO and Google AdWords
- Providing end-to-end support through emails, chat, and calls.
- Monitor the Response and resolution SLA as defined by the incident management team
- Provided Support and educated the customer on company SEO products.
- Consult user guides, technical manuals, and other documents to resolve customer queries.

CERTIFICATIONS:

- Team Management (Internal Certification).
- Manual Testing Certification.
- Ethical Hacking

- CCNA

EXTRACURRICULAR ACTIVITIES:

- Worked as Coordinator in organizing a college fresher event.
- Received appreciation in terms of Awards/ Coupons from the organization.
- Participated in various cultural events throughout my school and college life. Was an active member of student organizations in the college.
- Participated in and won various dance competitions throughout my school and college life.

EDUCATION QUALIFICATION: -

- B.Tech (Information Technology) 2009-2014– 59.56%.
- 12th (CBSE Board) 2009–60%
- 10th (CBSE Board) 2007–75%