**Current CTC : - 9.5 LPA**

**Current Location: - Mumbai**

**Rishi Gupta**

**Email Id:** [rishigupta1989@gmail.com](mailto:Rishigupta1989@gmail.com)

**Contact:** +91- 9870196244

**OBJECTIVE**

Aspiring for career enriching assignments in Telecommunication industry with a growth oriented organization of repute

**EXPERIENCE HIGHLIGHTS**

8+ years of hands on experience covering a wide spectrum of the Telecommunications Industry.

|  |  |  |  |
| --- | --- | --- | --- |
| **Name of the organization** | **Designation** | **From** | **To** |
| NTT Global Networks | Senior Provisioner | May-17 | Till Date |
| Infosys Technologies | Technology Analyst | Sep-14 | May-17 |
| Accenture Services Pty Ltd | Technical Associate | June-13 | Sep-14 |
| TCTSL | Network Executive | Aug-11 | Mar-13 |

**Pursuing ITIL Certification**

**TECHNICAL KNOWLEDGE**

* **Networking**- Addressing schemes (MAC, IP, sub netting and CIDR, Summarization)
* Routing (Routers, Routing Protocols-RIPv1, OSPF, RIPv2, EIGRP, Basics of BGP, Access Lists - Adding, modification, deletion of Access list)
* Switching (LAN, Switches, VLAN- Adding , modification , deletion of VLAN's)
* **Transmission Technologies** - SDH,PDH,DWDM
* Languages: Basics of C++ , Python
* Exploring the field of Artificial Intelligence.

**MANAGEMENT SKILLS**

* End to End Telecom Project Management
* Partner/Vendor management
* Service Delivery management
* Order flow management
* Stakeholder management
* Assurance Support Activities
* Report Generation
* Performance Improvement Plans
* Carrier Performance management
* Handling Technical Projects

**JOB PROFILE**

NTT Global Networks**, Senior Provisioner,May-17 to Current.**

* Communicating with business users to gather requirement specs, scoping the project and maintain effective stakeholder relationships.
* Provisioning/commissioning circuits of various speed and type such as Internet Circuits, MPLS services, E1, T1, DS3, STM-1 circuits withassociated vendors / carriers across the globe within defined SLA.
* Delivering / provisioning CPE kit at customer location within the stipulated time.
* Coordinate with internal groups, vendors/suppliers, and customers to implement customer orders in a thorough and timely manneras per scheduled milestones.
* Entering status notes and other items related to the activities taking place during the order life cycle in the company internal portal to ensure proper tracking of the order by all internal stakeholders.
* Add clear, unambiguous and time bound comments on to the corporate system, when tasks or circuit delivery is in jeopardy . Escalate significant delays to the line manager.
* Planning WAN installation of customer once the circuit & CPE kit are delivered at customer location.
* Ensuring remote hands (Field Engineer) is booked to support WAN installation activity within the defined SLA. Managing & controlling Field Engineer throughout the provided time window to avoid any outage at customer site.
* Troubleshooting the circuit issue with vendor/supplier at the time of WAN installation.
* Improving Customer Relations through regular feedback.

**Infosys Technologies, Telecom operations Lead, Sep-14 to May-17**

* Delivery of Copper ,Fiber,IP Telephony services for several sites for Enterprise customer of a leading Australian Telecom Service Provider.
* Keeping a track of all Telecom projects handled by Team members and driving the team towards closure through proper solutions.
* Moving the team towards achievement of SLA and providing maximum solutions within TAT.
* Handling highly escalated cases and providing technical support to the team.
* Managing a team of 12 Case Managers.
* Preparing and analyzing performance reports considering network and project related parameters.
* Closing loop with Installation team by providing acceptance to newly installed links after confirmation from the customer.
* Highlighting necessary changes required for better Service delivery to the customers.
* Conducting Audits and Quality management techniques for assuring accurate service delivery and resolutions for avoiding repetitive issues.
* **Accenture Services Pty Ltd, Telecom Presales Associate, May-13 to Sep-14**Working in Telecom Presales / Access Frontline department for client.
* Coordinating with Internet Service Providers (ISP’s)/Vendors throughout the world for infrastructure availability in order to provide Copper/Fiber/Wireless services to the end customers of the client
* Validating the request (Country, Available Service Providers, Service requested, Technology required (Wireless and Wired), Type of Medium, Interface, supported speeds) through specific tools.
* Post validation preparing a network design with desired specifications through specific tool and then sending the requests to the major service providers all over the world contracted with client to obtain the quotes.
* Communicating with major Service providers all over the world to provide the Quotes at the earliest.
* After validation of the received quotes, the request is sent to Post sales department where the final contract is made.

**Tata Communication Transformation Services Ltd, Network Executive, Aug-11 to Mar-13**

* In TCTSL, worked in Operations management, functions and Service delivery for a leading Australian Service Provider.
* Exposure to Network operations, Planning & Deliverables.
* Activating, modifying and disconnecting the PSTN, ISDN and ADSL services by accessing the switches.
* Configuration and Activation of Business lines like Single line, PBX lines, GDN, Digital Business Services (DBS) and DID services for Customer by accessing switches as per the technical specifications provided in the Ticket of Work.
* Configuration of TDM Voice Switches - Alcatel Lucent System12 & Ericsson AXE switches using front end software CAM to provide dial tone to the customers.
* Configuration of Multiplexing Devices namely CMUX (Customer Multiplexer) and RIM (Remote Integrated Multiplexer).
* Verifying the available infrastructure and accordingly assigning relevant exchange based on availability in order to deliver the service as requested.

**EDUCATION:-**

* B.E. EXTC form R.G.I.T., Mumbai University with 63.45%.
* Intermediate (HSC) from Bhavans College of Art, Commerce and Science, Mumbai University with 70.17%.
* SSC from V.W.A. High School, Mumbai with 82.40%.

**PERSONAL DETAILS**

Name: Rishi Shashikant Gupta

Gender: Male

Date of birth: 05-09-1989

Nationality: Indian

Languages Known: English, Hindi, Marathi, and Punjabi

**DECLARATION**

I hereby declare that the information provided above is true and to the best of my knowledge.