

Mohit Batra

Broadband incharge - DreamTel Jalandhar,
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Work Experience

Broadband Incharge (Technical)

DreamTech Infotel Pvt Ltd
March 2013 to Present

- Installation and configuration of Wireless devices (Ubiquity, Mikrotik, Ligowave ,Cambium etc) for Leased Line and Broadband connections.
- Involved in planning and implementing Customized solution like P2P and P2MP Links.
- Handling 24*7 ISP operations for broadband which includes level 2 and 3 supports to NOC and field engineers.
- Scheduling Team members against installation & complaints as per requirement.
- Carry out hardware termination process from Technical Team for entire Line Locations.
- Troubleshoot Network Problem (Leased Line & Broadband) under Strict SLA norms, avoiding downtime.

TECHNICAL TOOLS

Have worked on Technical Software Like Synnefo Jaze Networks, Smart Guard Bandwidth management Server and Height 8 ISP software Regarding Plan policy making, bandwidth policy, Generating lead Report

Education

B.Tech (ECE)

Lovely Professional University
2011

Higher Secondary

St Josephs Boys School - Jalandhar, Punjab 2007

Senior Secondary

St Josephs Boys School - Jalandhar, Punjab 2005

Skills / IT Skills

- Technical Support Engineer, (5 years)
- EXCELLENT COMMUNICATION SKILLS (Less than 5 year)
- MANAGERIAL (6 years)
- PROBLEM SOLVING (Less than 5 year)
- PROJECT MANAGEMENT (More than 5 year)

Additional Information

Other Skills:

- Innovator
- Problem Solving
- Decision Making
- Team Handling
- Managerial skills
- Excellent Communication skills
- Positive work ethics
- Exceptional project management skills
- Ability to provide technical support in a global environment.

Achievements:

- Have been awarded as the Best TL (Technical) in 2016 (DST).

Other Details:

Father's name: Gian Kumar Batra