Name	: Pavan Mishra
Contact Number	: +91-9905682643
Contact email	: pavanmishra.voip@gmail.com

CISCO VOICE ENGINEER:

Seeking challenging assignments with reputed organization recognizing my true potential and providing sufficient avenues for professional growth nurturing technical skills and competencies across **Cisco Voice.**

PROFESSIONAL EXPERIENCE:

Current Employer:

TechBion Software Systems Pvt. Ltd. (May 2022 – till now)
Designation: **CISCO VoIP** Engineer

Twilio Roles and Responsibilities:

- Working on active incident, emergency maintenance, planned activity maintenance and so on.
- Keep monitoring the impact on the ongoing alerts very closely.
- Need to update the case status to Senior Engineer as per the requirement based.
- Internally co-ordinating with team to know the actual impact on the ongoing incidents issues and maintenance.
- Participated on daily basis to the Synchronization call.
- Understanding the SMPP call flow and its impact towards customer
- Co-ordinating with the Provider and the operator also to understand the accurate impact.
- Understand the every individual case by taking a closure look.

Responsibilities:

- Management and Troubleshooting IP Phones.
- Responsible to managing all the video endpoints and providing supporting as well.
- Configuring Telephony features like Call Hunting, Call pickup, Call Park, Call Forward.
- Creating End User and Application User & assigning privileges as per requirement.

- Subscribe & unsubscribe services on device profile & on IP Phone.
- Managed configuration of Switches & Routers.
- Configuring Call manager Features & Services.
- Ensuring timely resolution of issues within SLAs and periodically reporting to service team leads
- Interact with the customers extensively to understand their requirements issues raised by them
- Troubleshooting and providing support of Cisco IPT infra-structure for various clients
- Troubleshooting of IP Phone registration issues and MACD issues
- Administration and managing various devices and features using BAT
- Configuration of user features such as speed dial, call forwarding, transfer, Call Park,
- Configuration and troubleshooting of Extension mobility and device mobility
- Configuration of VoIP & POTS dial-peers
- Class of Service using Partitions and CSS
- Configuration of Hunt group, Hunt list, Hunt pilot
- Configuration and troubleshooting of Route pattern, Route List, Route Group
- Configuration of Translation pattern and Transformation pattern
- Management of Voice mail users (CUC)
- Monitoring Voice Gateways, SRST and call signalling protocols on Voice Gateways H.323, MGCP, and SIP
- Monitoring ISDN issues.
- Configuration of Call Manager express (CME) on Cisco routers
- Maintain and Update Knowledge Base and Documentation
- Various monitoring tools like RTMT, DNA and various router debug and show commands.

KEY SKILLS:
- Installation & Understanding of Call manager CUCM 10.X,11.X, 12.X
- Configuration of various features in UCCX 10.X,11.X,12.X
- Configuration of various features in Cisco Unified Communications Manager.
- Configuration of various features in the Unity & Unity Connection (CUC).
- Knowledge about the different types of clusters models.
- Excellent knowledge about Partitions, Calling Search Spaces (CSS).
- Configuration of Cisco IP Phones and third party SIP phones.
- Configuration of Phone Button Template, Soft key Template.
- Configuration of Device Pool, Region, Location, date & Time Group.
- User Features such as Speed dial, Call forwarding, and Call Park & Call pickup.
- Understanding of various call control protocols like MGCP, H323, SIP and SCCP.
- Configuration of VoIP & POTS dial-peers, Route patterns, Route lists.
- Configuration of Extension Mobility & Device Mobility.
- Understanding of Translation pattern and transformation pattern.
- Understanding of Dial-peers, IP Telephony features, IP Phone Registration, SIP Phone.
- Registration Gateways MGCP, H.323, SIP Trunk, Configuration of DHCP Server, TFTP.

- Understanding of Call Routing Elements, Route Group, Route List, Route Pattern, Call Hunting, Basic knowledge of Voice mail system.

TOOLS and PRODUCT KNOWLEDGE

- CUCM, CUE, CUC SERVER
- I-Track, NIMBUS, Remedy, Service now.
- RTMT, DNA, TRANSLATOR X

CERTIFICATION TRAINING UNDERGONE:

- CCNA Routing and Switching (Certified)
- CCNA Voice

EDUCATIONAL CREDENTIALS:

Examination	University/Board	Year of Passing
Graduation	Siddharth University	2023
H.S.C	S.A.J Inter College,	2020
S.S.L.C	Netaji Defence Academy	2018

PERSONAL DETAILS: -

Name   : Pavan Mishra
Present address : 3rd Floor 6/45 B Block old Rajendra Nagar Delhi 110060
Nationality   : Indian
Date of Birth   : 20th July 2003.
Sex   : Male
Marital Status   : Single
Languages Knows : English and Hindi (Read & Write)

Declaration:
I hereby declare that all the above furnished details are true and to the best of my knowledge and belief.

Date:
Place :   **(Pavan Mishra)**