

SUMMARY

I have 11 experience in fibre optics domain. Handful of experience in various projects on the latest telecommunication platform. Dealt with various types of clients on fulfilling their requirements.

KEY SKILLS

- 5Y analysis
- Scrum Master
- Agile Methodology
- Quality Management
- MUX & DWDM Equipment
- NMS Monitoring
- Data center
- Microsoft Excel Vlookup
- Complex Problem Solver

PROFESSIONAL EXPERIENCE

ASSISTANT MANAGER

Apr '21 - Present

TATA COMMUNICATION TRANSFORMATION SERVICES

Chennai

Work Responsibilities:

- Currently working on Fiber optic circuit delivery projects for UK clients.
- Handling 30 members of team in Scrum model.
- Assisting teams for delivering circuits on SD-WAN platform.
- Working in a layer 2 & layer 3 platform.
- Working for Data Centre sites for circuit establishment.
- Planning a client circuit in a AMDPCS software.
- Handling various software for designing and developing a circuit delivery
- Assisting a field engineer over a call for installing a equipment at client place.
- Achieved recognition from senior management for contribution success towards employees and client satisfaction.
- Identified and solved issues with production, workforce and material sourcing to drive business objectives.

PROJECT MANAGER

Feb '16 - Mar '21

TATA COMMUNICATION TRANSFORMATION SERVICES

Chennai

Work Responsibilities:

- Assisted Black Belt with continuous improvement
- I was doing the entire circuit delivery from the design till billing the customer
- Fiber design based on customer bandwidth requirement.
- Handling Customer Escalations with priority
- Resolved issues and recommended actions based on production and compliance reports.
- Spearheaded cross-functional initiatives across departments to achieve business goals for bottom-line profits.
- Established and directed successful programs focused towards cost benefits

ISP ENGINEER

Feb '15 - Feb '16

TATA COMMUNICATIONS LIMITED

Chennai

Work Responsibilities:

- Set up networks and computers for business and residential customers.
- Worked closely with network administrators and server engineers to deliver quality service.
- Planned layouts and ran cable into buildings and through walls, attics and crawl spaces.
- Coordinated installation of new users and relocations of existing users.
- Hands on experience in Tejas equipment & Nortel equipment.
- Hands on experience worked in data centre sites by installing equipments and cabling between equipments.

- Hands on experience in logging into Tejas equipment
- MUX Integration.
- Configuring the software for MUX in customer place.
- Fiber patching from FMS to MUX.
- Dealing with customers for queries.
- Hands on experience in NOC & NMS monitoring.
- Worked on Data center sites.

BMS ENGINEER

Apr '12 - Jan '15

HONEYWELL AUTOMATIONS LIMITED

Chennai

Work Responsibilities:

- Maintaining the Server, Access control system, CCTV, FAS and BMS in Data center.
- Servicing the Access control system, CCTV, FAS.
- Manages various customers like access data report, backup of CCTV, and Maintaining their database.
- We Providing Hardware and Application Support. Visited project sites during construction to monitor progress and consult with contractors and on-site engineers.
- Actively worked to prevent issues by closely monitoring job sites for any impacts and effectively collaborations.

TECHNICAL SUPPORT OFFICER

Dec '11 - Apr '12

HCL Technologies

Chennai

Work Responsibilities:

- Dealing with B.T.
- Customer and Resolving Broadband, modem issues.
- Analyzed and developed service goals for in-bound call center.
- Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution.
- Helped streamline repair processes and update procedures for support action consistency.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.

EDUCATION

B.E ECE

Jun '11

Saveetha school of engineering (saveetha University)

MISCELLANEOUS

Certification:

- Lean six sigma green belt
- VM ware server
- ITIL management
- window server 2012 OS installation & concepts
- adds installation & configuration

Accomplishment

- Formed a 10 members of team in the development of SDWAN project.
- Successfully completed Vodafone project for UK clients.
- Received a recognition from Vodafone CEO for critical circuit delivery.
- Barclays,Infosys,Marks & Spencer customers has appreciated for delivering a 100G circuit delivery for opening their multiple locations.