Curriculum vitae

Piyush Gupta
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Career Objective:
To associate with a vibrant organization, to fully utilize my knowledge, skills and contribute of the overall growth of the organization.

Educational Background :

Bachelor of Engineering (Computer Science and Engineering) from Sagar Institute of Research &

Technology, Bhopal (M.P).

EXAMINATION	STREAM	INSTITUTE / SCHOOL	UNIVERSITY/ BOARD	YEAR OF PASSING	CGPA/ PERCENTAGE
B.E.	COMPUTER SCIENCE	S.I.R.T	R.G.P.V	2017	72.80
12TH	SCIENCE (PCM)	ST. JUDES C.M. HR. SECONDARY SCHOOL	M.P BOARD	2013	78.80
10TH	ALL SUBJECTS	ST. JUDES C.M. HR. SECONDARY SCHOOL	M.P BOARD	2011	68.66

Project & Trainings :

- ➢ **Project :** Virtual Router.

    Description :

    - Basically it is a technique , through which user can take advantage of data sharing and can easily exchange their data, wirelessly.
    - In this technique , there is no requirement of a Router or any LAN connection.
    - It is a Secured network through which supports wpa2-Psk security level , through which data and system files can be shared securely and easily.

Technical Skill
- Experience in handling VOIP (Voice Over Internet Protocols) protocols like SIP (Session Initiation Protocol) to maintain technical support.

Work Experience:

- From December 2020 to 31st august 2021:- I worked in GTS (Globe Telecom Services) as a Network Operation Center Engineer VoIP (Voice over Internet Protocols) domain.
- Worked in Performance Management, routing, testing and currently in Fault Management (Customer Support).
- Call routes configurations into soft switches and live call traffic monitoring, dealing with suppliers if any abnormalities observed. Work experience on VOS 3000.
- Troubleshooting of Clients Problems through Ticket portals, Mails and Phone Calls.
- Dealing with issues related to voice like ASR, ACD, DTMF, CLI, Cross talk, ECHO, PDD issue, Audio quality issue, NOISE/Distortion/ Clipping issues, Looping issue, call drop, FAS.
- Testing of routes for live traffic.
- Investigate and diagnose problems. Where applicable, identify short-term work-around solutions.
- Resolution of Voice Tickets opened by Service Desk and Customer Support team under SLAs.
- Coordinating with other carriers (ISP) local and global and third party suppliers for last mile connectivity, which also involves taking initiative to escalate faults through appropriate channels.
- Responsible for maintaining the connectivity of all International/National carriers.
- Traffic and ports Management for International routes.
- My role was also to study the back end database connectivity, flow of Voice services and prepared a visualization report to present to the board, about the utilization of services by various clients.

Technical Subject Interest :

- ➤ VoIP (Voice over Internet protocol) Handling, Basics of C & C++, JavaScript.
- ➤ OPERATING SYSTEM- WINDOWS XP, WINDOWS 8, BASIC KNOWLEDGE OF WIN 10.

Extra- Curricular Activities :

- ➤ Sport and Youth Welfare Handball in Summer Camp 2010.

Hobbies :

- ➤ Watch fitness & motivational videos.
- ➤ Read educational articles and Novels.
- ➤ Exhibiting a desire to experience new cultures and environments.

Strength:

- ➤ Hard Working
- ➤ Polite Nature
- ➤ Positive Attitude
- ➤ Self Motivated, Team Work Skills

Personal Details :

- ➤ Father's Name   :   Sitaram Gupta

- ➤ Mother's Name   **:**   Uma Gupta

- ➤ Date of Birth   :   28-Nov-1995

- ➤ Address   :   H. No.-221,In front of Shambhunath Shukla Bada,

  Ward No.-11, Station Road, Shahdol (M.P)

- ➤ Religion   :   Hindu

- ➤ Languages Known   :   English & Hindi

Declaration :

I have declared that all the statement made above are true and correct in all respect.

Date :- 18 December 2021   **NAME AND SIGN**

PLACE :- BHOPAL   **Piyush Gupta**