

G. Grace

Hyderabad, Telangana

gsrujana4_cbd@indeedemail.com

9885925101

To work in learning and challenging environment, utilizing my skill and Experience to be the best of my abilities and contribute positively to my personal growth as well as growth of the organization.

Work Experience

Senior L1 Operational Engineer - Technical

Idea

March 2016 to September 2018

Database: MSSQL Server 2000, 2005 & Mysql

Operating Systems: Windows Servers & Linux

Designation: Senior L1 Operational Engineer - Technical

Duration: Mar 2016 - Sep 2018

A Netxcell's VAS platform which is specially designed for mobile operators and System Integrators to be able to launch any new service/application quickly in order to gain a competitive advantage. The integrated platform is capable of offering various voice and video services to customers reliably and economically.

Our project deals with mainly OBD services (out bound dialing), Install services, VAS services (value added services).

Responsibilities:

- Escalating to the clients if any issues during monitoring.
- Maintain the TT system and escalation matrix
- Generating logs from database as per the clients requirement.
- Providing Bulk calling and Bulk SMS through SQL Servers.
- Increasing the effective participation of Retail/Distribution channels for VAS promotion by introducing new schemes/methods according to the market/ customer trends/ needs, at a circle level.
- Working on SQL Servers for base uploading and generating of Reports according to the Client Requirement hourly and daily.
- Maintaining of records monthly and analyzing the services.
- Generating of MIS Reports at the end of the day based on client Requirement.
- Preparing MIS Reports using Local Server and sharing it to clients.
- Troubleshooting & resolving the issues and providing the RCA
- Coordinating with SD team for any new request comes
- Dynamically changing the applications and call flows as per the client's requirement
- Creating and Monitoring Customized Jobs to perform repetitive tasks

Working Experience in VOICEGATE TECHNOLOGIES:

OBD

Clients: VODAFONE, AIRTEL, IDEA

Database: MSSQL Server 2000, 2005 & Mysql
Operating Systems: Windows Servers

Senior VAS Associate

Hyderabad, Telangana

September 2008 to July 2014

based telecom VAS and IVRS provider, which pioneers in voice solutions, now enters into mobile content business. Value-added services (VAS) are unlike core services which have unique characteristics and they relate to other services in a completely different way. This type of service cannot stand alone as a service. Instead, it adds value to a core service by allowing the subscriber to manage incoming or outgoing calls.

Responsibilities:

- Create a Base through PERL, MS-Access & My SQL databases, run queries, maintain reports in excel, communicate with clients port allocation
- Checking the hourly status from MYSQL and sending the Status to the Client
- Creating Appflow and providing test call to the client whenever necessary
- Reaching the targets given by client and by Ops Manager

Education

B. Tech

BS Institute Of Technology - Hyderabad, Telangana
2007

Skills / IT Skills

- Database
- Sql server
- Sql server 2005
- Mysql
- Sql
- Linux
- Nagios

Additional Information

Technical Skills

- Database: Sql Server 2005 & 2008, MySQL
- Operating system.: LINUX & WINDOWS
- Monitoring Tool: Nagios
- Utilites: Uvncviewer, Winscp, Putty, Shell

Strengths:

- Adaptability to different environments and quick learning capabilities.
- Commitment and strong determination.

- Good planning skills to overcome schedule delivery & can also work and pressure full deadlines.
- Very enthusiast in learning new technologies.
- Hardworking, Self-Motivated and punctual person.