

Career Objective:

To provide excellence in professional work through my skills, hard work and incuse effort and to prove myself a valuable asset for the company/organization while achieving personal growth in terms of skills as well as financial.

Functional Summary:

- Working at **SISL Infotech Pvt. Ltd.** as a **Network Engineer** for **Ministry of Health & Family Welfare**(July 2020 to Present):

Responsibilities:

- My major work responsibility is to smooth functioning of the network in Ministry.
- IP Allocation, port maintenance, Coordination with NIC HQ for various network related quries.
- Arranging/managing video conferences of Honourable Union Minister of Ministry with Honourable Prime Minister.
- Coordination/Managing team for arranging Video Conferences on various platforms i.e. NIC, CISCO WebEx, MS Teams, etc
- Preparation of Network Survillance report.
- Giving/arrange to give solution to any network problem to Ministry users of level of Joint Secretary and above.
- Maintenance of Network Survillance of Office of Union Health Minister.

- Worked at **Bharat Broadband Network Limited (BBNL)** A (Govt. of India Undertaking) as a **Network Support Engineer** (March 2020 to June 2020) and as a **Network Field Engineer** (July 2018 to Feb 2020)

Responsibilities:

- Centralized monitoring of Element management system (EMS) and Network management system (NMS) for maximum utilization of operational sites and reduce down time of sites.
- Configuration of GPON equipment such as Optical line terminal (OLT's) and Optical network terminal (ONT's) at block level to provide Data, Voice and IPTV services.

- To inspection of all equipment's (OLT's) at block level and (ONT's) at gram panchayat level installed by various agencies.
- Fault reporting and rectification as first level maintenance for GPON equipment and fiber.
- To ensure liaising between BBNL, BSNL, L&T, ITI and State Govt bodies.
- Worked on **Giga Byte Passive Optical Network (GPON)** project.

➤ **Worked at Vodafone as a RNR Executive (Aug 2016 to May 2018):**

Responsibilities:

- Open and maintain corporate accounts by recording account information.
- Resolve service problems by clarifying the customer's / corporate complaint, selecting and explaining the best solution to solve the problem.
- Contribute to team effort by accomplishing related results as needed.
- Build sustainable relationships of trust through open and interactive communication.
- Provide accurate, valid and complete information by using the right methods.
- Handle complaints, provide appropriate solutions and alternatives within the time limits.
- Keep records of interactions, process corporate accounts and file documents.
- Follow communication procedures, guidelines and policies.
- Resolve customer/ corporate complaints via phone, email etc.
- Cancel or upgrade accounts.
- Work with customer service manager to ensure proper customer service is being delivered.
- Suggest solutions when a product malfunctions.
- Handle changes in policies or renewals.

Qualification Details :

➤ **B. Tech (Electronics and Communication) - Kurukshetra University,**

Kurukshetra, 2016

➤ **Intermediate (Math's)- J&K Board of School Education: 2011**

➤ **High School (Science)-Central Board of Secondary Education, 2009**

Technical Skills:

- Network Management System
- Elementry Management System
- Microsoft Office Version 2016, 2013 etc
- CRM
- e-Office of NIC
- Video Conference Softwares
- Genius (L&T)
- Optical Meter, OTDR

Personal Details:

- Name : Rikhel Munshi
- Father's Name : Shri Rajinder Kumar Munshi
- Mother's Name : Smt. Meena Munshi
- Date of Birth : 13-07-1993
- Languages Known : Hindi, English & Kashmiri
- Marital Status : Single
- Permanent Address : G.O. Block A, Qtr 6A, Police Complex, Channi Himmat,
Jammu- 180015
- Current Location : New Delhi

Strengths:

*Dedicated *Quick Learner *Honest *Team Player *Punctual *Disciplined

Declaration:

I hereby declare that the above information is true to best of my knowledge.

RIKHEL MUNSHI