

Rahul KR.

E-mail: rahulsakhya2020@gmail.com

Mob: +91-8089490936

CAREER OBJECTIVE

To obtain a position where i can fully utilize my skills and knowledge with positive and honest determination together and I can gain extensive experience to further my career

EXPERIENCE

1) Technical NOC, Compute Galaxy (Aug 2017 - Present)

- www.compute galaxy.com
- 1)Experienced Network Operations Center with a demonstrated history of working in the telecommunications industry. Skilled in Microsoft Excel, SQL, Customer Service, Microsoft Word, and Voice over IP (VoIP). Strong information technology professional graduated from Nehru collage of engineering.
- 2)Monitoring all the originating and terminating calls in various switches like sippy software.
- 3)Performing root cause analysis and delivering detailed documentation on significant incidents reported by clients and vendors.
- 4)Coordinating system maintenance and changes, while minimizing customer impact and maximizing the volume.
- 5)Trouble shooting of voice network related complaints, taking wire shark traces and analysing trace to find out problem and accordingly changing the configurations.
- 6)Analysing of performance International carriers and troubleshooting various parameters that are contributing towards low ASR, pro-actively monitoring ASR & utilization data to reduce the international faults to the destination.
- 7)Fault management. It includes solving ECHO, Dead Air, PDD, Distortion, CLI, Toll Free trouble tickets.
- 8)Carrying out continuous improvement point failure, developing & documenting standards and best practices for ensuring redundancy & resiliency on the network.
- 9)Interacting with the Client Operations Personnel to resolve customer troubles.
- 10)Good understanding of computer hardware and it's working.
- 11)Knowledge of IP addressing and OSI model and Networking concepts.
- 12)Windows operating systems , both client(2000/XP/vista/win 7/8/8.1/10) and server(2003 and 2008)
- 13)Knowledge about worms and viruses and anti virus.

2) Freelance web developer

• WORDPRESS

- Build and manipulate wordpress websie
- Wordpress theming best practices.
- Themeforest and ocean wp base theme development
- experience with extending and customizing any paid wordpress theme.

- Advanced wordpress debug skill
- wordpress plugin installation and customization
- wordpress based eCommerce website and shopping carts
- wordpress website maintenance
- wordpress website maintenance and trouble shooting
- experience in web hosting

Recently completed Projects

- <http://hoamw.com/>
- <https://gulfvoyager.com/> (running project)
- <https://www.alsmaritrading.com/>

ACADEMIA

Degree/Course	Institution	University/Board	Year of Passing	Percentage / CGPA
B. Tech Information Technology	Nehru College of Engineering and Research Centre, Pampady, Thrissur, Kerala	Calicut University	2016	6.64
Higher Secondary	Gov HSS Ottapalam, Kerala state bord	State board	2012	74%
Secondary	NSSKPTHSS Ottapalam Kerala state bord	State board	2010	82%

Personal Details

- Full Name : Rahul KR
- Date of Birth : 06/12/1994
- Gender : Male
- Blood Group : B+ve
- Languages : English , malayalam
- Hobbies : Blogging
- Ready to travel : Yes
- Ready to relocate : Yes
- Job Preference : Full time