Sandeep Dhamala

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Objective

Possessing a robust skill set that combines technical expertise with outstanding customer service, I excel in diagnosing and resolving hardware and software issues, collaborating with teams, and maintaining meticulous documentation. In the realm of network operations, I oversee infrastructure, swiftly address alerts, identify and remedy problems, and manage various networking tools. Proficient in Nokia AMS, Huawei NCE, SSRMS, Cacti, Zabbix, ACS, BNG, routing and switching, and Zero Touch Provisioning (ZTP), I contribute effectively to network management, optimization, and resilience.

Experience

- **ClassicTech ISP**   2021 - 2022
  Retail Support
  As an ISP-focused L1 Support Specialist, I blend technical proficiency with exceptional customer service. Expert in ISP technologies, I swiftly diagnose and resolve technical issues, ensuring optimal customer satisfaction. Proven track record in collaborating with cross-functional teams and maintaining detailed documentation using E-support, ACS, and more. Valuable asset for navigating technical troubleshooting while delivering unparalleled customer service.

- **CG Net**   2022 - Present
  NOC (Network Operations Centre)
  As a NOC professional at CGNet, I ensure seamless network infrastructure operation. Responsible for prompt alert response, I specialize in identifying and remedying network problems, swiftly resolving incidents and mitigating disruptions. Adept in configuring and maintaining various networking equipment, I contribute to the optimization of network performance and reliability. Through meticulous incident documentation, analysis, and proactive preventive measures, I enhance overall network dependability, establishing a robust infrastructure at CGNet.

Education

- **Secondary Education Examination,Jhapa**   2020
  SEE
  Grade A

- **National Examination Board,Kathmandu**   2022
  Intermediate in Science Stream
  Grade B+

Skills

- I possess a diverse skill set encompassing Nokia AMS and Huawei NCE for efficient network management. Proficient in SSRMS (Height 8 management system), I excel in overseeing network performance through advanced tools like Cacti and Zabbix, ensuring proactive monitoring and swift issue resolution. My expertise extends to ACS for seamless device provisioning and BNG for optimized Broadband Network Gateway operations. Adept in routing and switching, I bring valuable experience in configuring and maintaining network devices. Additionally, my proficiency in Zero Touch Provisioning (ZTP) streamlines deployment processes for enhanced efficiency. These skills collectively empower me to contribute effectively to network infrastructure management and optimization.

Projects

- IPTV Upstream / Downstream Training
- Nokia AMS Provisioning