**Imran Khan**

**Diploma in Electrical & Electronics Engineering.,**

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**Professional Synopsis**

* An astute & result oriented professional with 6 years of extensive experience in various domains of telecomm industry like Business Products , Project Management ,Transmission Operations and maintenance of GSM /NON-GSM products & Wire line N/W equipment's
* Good understanding on GSM network environment and applications.
* Worked with 2G/3G Core BTS, RNC Networks towards Fault managements, Planning, routing etc.,
* BTS & Transmission HUB units commissioning
* Analyzing Outage Reports, Real Time Report, FM Report& RX-level reports of Flexi hoppers
* Exceptional Knowledge on Business Products (connectivity & Managed Services) solutions and Network design using PDH, SDH & technologies.
* Proven track record of working in high-tech environments, with skills in Project Management, Team building & Engagement and business strategy, planning and implementation.
* Expertise in Transmission NOC handling of PDH / SDH Products.
* Positive attitude toward change and new environments, Sensitive to the dynamics of a cross-cultural work place
* A dynamic professional with exceptional communication

**Tata Communications Transformation Services Ltd. (March 2012 – Present)**

**Designation: Executive (Order Management/ Technical Project Management)**

**Client: Mobily Etihad– Kingdom of Saudi Arabia (Onsite)**

**Order Management:**

* Understanding & Re-Engineering the existing process by identifying /merging/removing Non-Value Added Services.
* Preparing Process Map, Check list & Local work Instructions.
* Setting up of Order Desk team. Training the team on new process.
* Handling operational issues, Handling Sales and Product team queries
* SPOC for Order Desk to review and Validate the UAT scenarios
* Verifying customer Credibility, Site Address, Finding Feasible Access Method.
* Validating Customer request, ensuring all mandatory details available for Delivery.
* Generating Sales Order in CRM and submitting to Implementation team with in SLA
* Identifying and rejection trend and finding RCA to fix.
* Educating SE on mandatory requirement to deliver
* gacy Systems).
* Hands on in managing and entering MACD (Move/add/change/delete) scenarios.
* Co-ordination with Field engineers & customer to deliver the customer Requirement as per SLA. Handling customer Escalation.

**Technical Experience:-**

* TNMS application consists of various tools like BTS manager, Hooper manager, FLEXI BTS manager, ULTRA HUB manager, Transmission loader and metro hub manager, Reflection (Router login) SSH client & TLUI & ECI\_NMS & EMS
* **Ticketing tool** : BMC Remedy, CRM tools

**Previous Career Experience**

* **Nokia Siemens Networks as Fault Management (Transmission Engineer - Jan’09 to Mar’12)**

Fault management Transmission, where my scope of work is Operation & Maintenance of NOKIA, ECI & NEC Transmission networks remotely E1 Provisioning, New Mux insertion, and MSP & SNCP configuration. DCC creation. Transmission Faults: Performing loop tests, Trouble shooting faults related to Transmission equipment’s and media both PDH & SDH level. Enabling HUB unit’s management, Uploading license file for transmission units& Upgrading software to ODU and for different transmission cards. Monitoring the performance of transmission equipment’s, coordinating with field team in trouble shooting the faults. Responsible for specified SLA compliance of Alarms for both in Alarm escalation and in Alarm reduction with Trouble Tickets & Work Orders. Analyzing Outage Reports, Real Time Report, FM Report& RX-level reports of Flexi hoppers.

**Technical Experience**

\* BTS & Transmission HUB units commissioning

\* Enabling HUB unit's management to manage in remote, Uploading license file for transmission units& Upgrading software to ODU and for different transmission cards.

\* Analyzing Outage Reports, Real Time Report, FM Report& RX-level reports of Flexi hoppers.

\* Undergone 3G RPESS(Radio planning Essentials) signaling training

\* Hands-on- Experience working with ECI-NMS in ECI- Syncom (Microsdm), BG Family-EMS, XDM- EMS.

\* Good Knowledge & Experience in MW, Configuration, Trouble shooting.

\* Good Knowledge in SDH & PDH technique

* **AL-ESSA Medical Equipment’s-Kuwait as Customer Service Engineer (Dec’07 to Jan’09)**

Customer service engineer, where my scope of work was to trouble shoot & maintenance of various medical equipment’s at customer place i.e. Equipment’s like Ultra sound, X-rays, BDM.

**Education & Certifications**

* D.E.E.E. in Electrical and Electronics Engineering.
* Pursuing **Prince 2** Certification.
* Undergone **GSM**, **CCNA &** **UMTS** training.
* Undergone **3G RPESS** (Radio planning Essentials) signalling training
* SSLC in Don Bosco Matric School. Chennai.

***Personal Details***

**Father’s Name:** Mohamed Khan **Passport. No**  : **G 4569755**

**Mother’s Name:** Farida Begum **Marital Status** : Single

***Declaration:*** *I hereby declare that the above particulars are true, correct and complete to the best of my knowledge.*

**Place: CHENNAI Yours Sincerely,**

**Date: Imran Khan**