*R e s u m e*

**Ankur Singh**

**Mob**: +91-9968480510

**Email :** [ankursingh.singh15@gmail.com](mailto:ankursingh.singh15@gmail.com)

# OBJECTIVE

A dynamic professional with 6 years of rich experience in Application and Customer Support. Currently associated with Landis+Gyr from past 2.3 years and earlier with Navisite and Ericsson Global India. Operations with Excellent Organizational, Time Management, Technical and Communication Skills seeking to achieve high career growth through a continuous learning process and keep myself dynamic, visionary, and competitive with the changing scenario of the world.

# WORK EXPERIENCE

**Total Work Experience- 6 years**

1. Company: **Landis Gyr**

Job Title: Senior Engineer Product Support Duration: From Mar 2019 till present Domain- SaaS (Software as Service)

* Roles were solely based on technologies related to SaaS (Software as Service)
* Troubleshooting and sustaining/improving managed service RF and IP network capabilities using various monitoring tools and applications.
* Work on SQL queries to use our data and assist client with query tuning and performance improvements.
* Installing Head End Systems on Test environment.
* Carrying out Migration/Upgrade activities.
* Enabling Debugging on logs for better understanding and finding the RCAs.
* Responsible for managing and analyzing reports on Power BI for team’s performance.
* Dealing with different Utilities with matter of any assistance on Smart meters along with their compatibilities of Firmware & DCW.
* Doing external integration internal software and servers with third party tools.
* Communicating with System Admins, Networking, L3 and other team members for tickets investigation

1. Company: **Navisite Pvt Ltd.**

Job Title: Engineer Technical Support Duration: From May 2017 to Feb 2019 Domain- IaaS (Infrastructure as Service)

* Roles were solely based on technologies related to IaaS (Infrastructure as Service)
* Monitoring the web services and escalating after studying server logs.
* Worked on both Windows and Unix servers.
* Attained training on Azure cloud and its concepts.
* Experience in Client Service assurance providing hosting services, adherence to client’s requests and performing first level troubleshooting.
* Followed different SOPs as part of troubleshooting, created Knowledge base articles for enhancing the technology and daily tasks.
* Worked on server virtualization concepts.

1. Company: **Ericsson Global India Pvt Ltd.**

Job Title: Consultant

Duration: From Mar 2015 to May 2017

* Worked on different domains of telecom topologies like GSM, CDMA, packet core, RAN.
* Key roles including monitoring and providing level 1 support to field technicians.
* Incident Management skills and providing full support to remediate the issues within agreed SLAs.
* Login to different RAN nodes, routers and switches to calculate the real time traffic.

# SOFTWARE SKILLS

* Fundamentals concepts of networking infrastructure.
* Pursuing DevOps roadmap and learnings. Completed online course on LinkedIn Learning.
* Completed GCP fundamentals online course.
* Experience with SQL queries, Windows servers, UNIX command line.
* Worked on both Windows and Unix servers.
* App pools, IIS servers, SMTP servers, Sftp, server, SOAP UI, Wireshark, SSL certificates and Bindings.
* Experience on Advanced Metering Infrastructure and Smart metering (Electric, Gas & Water)
* Create and fetch different data reports using MS-Excel and Power BI.
* ITIL foundation certified.
* Client service assurance.
* Sufficient knowledge of working on Outlook, Skype, MS-Excel.
* Elementary knowledge of Telecommunication networks (GSM/GPRS/LTE) and its architecture.

# EDUCATIONAL QUALIFICATION

* Bachelors of Technology in Electronics & Communications from **G.L.Bajaj Institute of Technology & Management (AKTU)** securing 66.33% in 2015.
* 12 Standard from C.B.S.E Board securing 72.6% in 2011.
* 10 Standard from C.B.S.E Board securing 88.8% in 2009.

# EXTRA CURRICULAR ACTIVITIES

* Achieved 1st position in Futsal Competition (B. tech 3rd year).
* Achieved 2nd position in Football Cluster tournament (12th Standard).
* Titled as Man of the Series in football tournament held in Ericsson Global India.

# PERSONAL DETAILS

Name : Ankur Singh

Date of Birth : 03rd June 1992.

Father’s Name : Mr. Omkar Singh

Mother’s Name : Mrs. Premalata Singh.

Address : C-1/6, Sector-55, Noida

# HOBBIES

Playing football, table tennis, lawn tennis, reading novels, watching documentaries. I hereby affirm that the information above is true to best of my knowledge.

ANKUR SINGH DATE: