

# NIKANT TOMAR

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- A self-motivated team player with excellent communication, analytical, relationship management and problem solving skills.
- An analytical mind with the ability to think clearly and logically with the ability to work accurately and pay attention to details.

**Engineer:** A result oriented professional, having experience of working in Telecommunication for more than Four year, possesses strong analytical and learning abilities with excellent communication and managerial skills.

## Career Objective

To work with an organization of repute that provides opportunities for learning and growth for recurring development to reach the zenith.

## Organisational Experience

**From October '2014 with TELESONIC NETWORKS LMT.**

**Designation : DSL & FR Engineer.**

**Role : Installation and troubleshooting of all type of ADSL Modems, routers & Wi-Fi, Deployment, Planning and Execution of FTTx.**

- Troubleshoot Airtel broadband connection and voice connection.
- Configure router modem ADSL+2wifi router, Beetel, Binatone, D-link. Netgear, cisco Lynksys, Mtnl modem, Tplink, Digisol.
- Configure static IP, dynamic, routing, bridge mode and dynamic dial-up configuration.
- Troubleshoot Iptv and configure.
- Tracert, ping of DNS and domain.
- Check signal noise ratio. Customers end to MDF.
- Check Dslam tag Alcatel, Ericson friction tag at MDF.
- Planning and Execution of FTTx and DSL Network
- Acquisition of Clusters for network Setup
- Responsible for fiber Rollout, Deployment, Fault Repair and O&M Task.
- Procurement of material and Vendor Dealing.
- Responsible for time delivery of Network and quick resolution of customer complaints within SLA.

**From July 2016 till Date with ACCENTURE SERVICES.LMT.**

**Designation: IT ASSOCIATE 2<sup>nd</sup> Level in Assurance in Airtel India Project**

**Role : Transmission, Fault Surveillance, Customer and vender Coordination.**

Diagnose standard fault reports accurately through dialogue with the customer and remote access when available; where possible clear the problem, find a solution, avoiding a field engineering visit within agreed SLA times.

Troubleshooting of Link related problems, Internet related Queries, Bandwidth related (upload/download) problems of clients, Latency related Queries, IP and mask related Queries, Ping related Issues.

Providing & coordinating telephonic assistance to field engineers & Vendors on standard issues and answer all telephone enquiries' related to MPLS; Leased Line.

Troubleshoot problems with NOC and work with third party vendors, Update our ticketing system at required intervals with quality information, following operational guidelines. Own and manage incidents from initial reporting until resolution, ensuring SLA targets are achieved.

Produce the handover document at the end of each shift, ensuring that all relevant information is included and update is of a high quality.

Providing timely updates to the customers regarding the ETR (Expected Time for Resolution) in case of Catastrophic Failures.

Skillfully handled escalated customer complaint resolution on time.

Planning and scheduling the testing and maintenance windows of customer links for errors, low reliability and improper internet bandwidth and throughput related issues.

Alarm check in optical network with the help of Tools like NMS (ECI, Tejas Vendor).

Analysis of alarms in the network elements and providing support to Field Engineers for the rectification of the concerned issues.

Network Monitoring using MRTG Graphs.

Ensure to escalate to concerned teams for the immediate restoration and ERT for customer.

Once issue is resolved, share the "Reason for Outage "with the customer within stipulated SLA.

### **Areas of Expertise**

Corporate Customer Support

Work on Remedy / Oracle CRM & ECRM.

Knowledge of Lease-line Modems like Schmid, Actelis, ASMI, Mrotek etc.

Knowledge of Transmission (SDH+CEN connectivity)

Change Managements / Escalations/ SLA.

Attending escalations of the customers and resolving the same within the SLA.

Worked on E1/ETH Tester up-to 1 Gbps (JDSU HST 3000, JDSU Smart class)

**Additional Responsibilities**

Monitoring the performance of team members to ensure efficiency in process operations and meeting of individual & group targets.

Sustaining a dynamic environment that fosters development opportunities and motivates high performance amongst Team members.

**Academic Credentials**

Name of Exam	From: Board/ University	Institute	Percentage Scored
10 <sup>th</sup>	I.C.S.E	S.T XAVIER'S SCHOOL	75%
12 <sup>th</sup>	C.B.S.E	DELHI PUBLIC SCHOOL	63%
B.Tech	U.P.T.U	SATYAM COLLEGE OF ENGINEERING	68.3%

**Academic Project & Seminar**

**Complete the 6 Week Summer Training from Central Electronics Limited, Sahibabad.**

- I Have An Idea to Make Solar Cell And How To Use Solar Tracker To Get The Maximum Efficiency From the Sun Rays.

**Project on Wireless Power Transmission.**

- The Project aimed at providing power to different equipment wirelessly in a particular area or room.

**Application:** Wireless power charging of equipment

**Personal Dossier**

**Date of Birth** : 02<sup>nd</sup> july1990  
**Hobbies** : Surfing net, Watching Movies  
Dancing and listening music.  
**Nationality** : INDIAN  
**Linguistic Skills** : Hindi, English  
**Permanent Address** : National Book Depot  
Near R.R Inter College Bus Stand Pilkhuwa (245304)

I hereby declare that the above written particulars are true and correct to the best of my knowledge

(NIKANT TOMAR)