Dharmishta R Nath

Network Engineer

Network Engineer with 1+ year of experience in Telco network operations, service alarm monitoring, ITSM incident auditing, and field dispatching. Seeking to apply and enhance skills at Prudential.

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WORK EXPERIENCE

Assistant Engineer
Ericsson Telecommunications

05/2023 - 11/2023

Achievements/Tasks

- Managed and closed 90% of incidents via the ticketing tool or customer inquiries, meeting performance targets.
- Assisted onsite engineers with equipment issues, reducing downtime by 20%.
- Made decisions to minimize downtime and ensure quick resolutions.
- Tools used: ITSM, FSM, ADC Build, Cellnex (Agora), CellCM, Wireless Infrastructure Tool.
- Coordinated with ISPs and third-party vendors to address client infrastructure issues.
- Analyzed OSLA tickets and provided action plans for further improvements
- Taking care of support team which is providing on call support to field engineers in UK
- Taking care of the First Time Fix (FTF)
- Responsible for project planning , scheduling and handling the projects on time and also following up with customers , vendors and internal departments for step by step activities getting done during execution of the project

MS Automated Operations Engineer
NR Switch N Radio

09/2022 - 05/2023

Achievements/Tasks

- **Migration:** Converted 100% of the FSM database to ITSM, ensuring seamless integration.
- **Service Monitoring:** Applied basic Telco network operations knowledge and IN platform. Monitored service alarms and managed tickets.
- **Incident Management:** Resolved 95% of incidents raised through the ticketing system or customer requests within SLA.
- Supported onsite engineers in troubleshooting and fixing equipment, improving performance and reducing resolution time by 15%.
- Dispatched onsite fault remedies, maintaining a 99% SLA/KPI adherence rate.
- Managed incident, service, and change requests using BMC Remedy and Ericsson OSS platforms

EDUCATION

Bachelor of Technology
Federal Institute of Science & Technology

05/2015 - 07/2019   *Angamaly Kerala*

Courses

- Electronics and Communications

SKILLS

LTE / 4G / 5G Network Operations   Alarm Management

Incident Management   Fault Management

Network Performance Analysis

Network Operations Center (NOC)   Escalation Handling

O&M (Operation and Maintenance)

Third party Vendors(Huawei & Nokia)   Project Delivery

Network Troubleshooting   Ericsson RAN   VoLTE

3G / 4G / 5G Networks   Network Monitoring   TCP/ IP

SLA & KPI Tracking   WAN (Wide Area Network)

Problem Solving

PROJECTS

Smart Helmet and Bike Telemetry System
- Designed to implement a system in order to reduce number of road accidents occuring due to poor quality of road and driver carelessness also to propose an accident notification system

RFID Based Bus Pass System
- Developed an RFID-based student identification system with MFRC 522 RFID Reader and Arduino UNO, achieving 99% accuracy in identification. Integrated an LCD to display messages in real-time.

ACHIEVEMENTS

Soft Skills Mastery
Successfully applied and demonstrated self-confidence, positive attitude, emotional intelligence, and effective communication skills in various professional settings.

LANGUAGES

English
Full Professional Proficiency

Malayalam
Native or Bilingual Proficiency

Tamil
Professional Working Proficiency

Hindi
Limited Working Proficiency

INTERESTS

Listening Music   Surfing through Internet   Travel

Dance