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Kashif Masood Butt

PERSONAL PROFILE

- Technical Professional with more than 17+ year of experience with Telecommunication Technologies and Call Center Infrastructure, team player with proven ability to deliver projects on time and within budget is looking to obtain a position as Sr. Telecom /Call Center telecommunication specialist with an organization that will support professional development and offer long-term growth potential.

ACHIEVEMENTS

- Successfully Deployed Avaya/ Nortel Solution.
- Zero companies terminating the contract in the entire tenure with 1000+ customers.
- Single handedly customers support and participate with sales people for new sales.
- Executed and managed high profile projects

TECHNICAL SKILLS

Avaya and Nortel System: IPO 500v2 All releases, CM Communication Manager , CS1000E with Geo Redundancy System, MCS51000, BCM 50,200,400,450, BCM Call Center, CS1000E with Avaya Aura Contact Center 6.x,

Avaya, Nortel Application: HMS, Paging Server, Call Pilot, Billing Software, CTI (Computer Telephony Integration)

Avaya System: G450 with S8300, G650 with S8800 and S8400b with SIP, VOIP and DID PRI's

Avaya Application: SIP Enablement Services (SES), Application Enablement Service (AES).

EMPLOYMENT HISTORY

IP Tel Technologies
(Corporate Sales & Technical)

October 2017 to Till Date



- Implementation and core troubleshooting of CMs servers as Tier3 engineer implementation and CORE troubleshooting
- Provides Support for medium to highly complex end user Installation, Configuration ,Up gradation and Migration through advanced problem solving and troubleshooting
- Includes supporting 3rd party product and occasional on-site support.
- Analyzing symptoms, logs, and data required to resolve issues of medium to high complexity,
- Independently determines and develops approaches to solution.
- Proactive in monitoring and resolving low complexity downstream effects as a result of the fix.
- Highlight more complexes issues.
- Implementation, Maintains, and Upgrades of Customs Telecom Networks.

- Knowledge of AVAYA CM , AES, AACC , CMS and IQ supporting on CTI integration with CRM, Screen popup and logging diagnose, troubleshoot and correct software issues for CRMs such as Siebel PeopleSoft, sales force, Microsoft, SAP, and CTI's such as Aspect ,Avaya, Nortel, Cisco

NESCOP Technologies

September 2014 To September 2017

(Regional Technical Head)



Apollo Telecom (Private) Limited

March 1999 to September 2014

Regional Technical Manager, Central Region



(14+ yrs)

- Installation, commissioning, up-gradation and trainings of hardware and software of Nortel and AVAYA systems of 25+ projects at 500+ customer.
- Led a team of 8 engineers and technicians and their training.
- Wrote and compiled a large project report for higher management
- Maintained voice infrastructure, including monitoring /maintaining and up gradation of all application at customer premises.

Technical Manager, Central [Jun 2007 – Jun 2009]

- Planned and implemented call center PBX, ACC 6.0 and Symposium Call Server.
- Configured Remote Access Services of PBX, Voicemail, and Symposium and HMS server.
- Provided trainings to 500+ customers for system operation and administration at their premises.
- Managed 25+ projects and ensured completion according to deadlines and customer satisfaction.
- Provided assistance to sales team to provide technical support in their proposal, presentations and demonstrations.

Assistant Manager, Technical Central [Jun 2006 to Jun 2007]

- Technical trainings for customers and team members.
- Technical and administrative management of 10 projects.
- Provide customer trainings for the system operation and administration at the customer premises.
- Responsible for the training of 10 junior technical staff in their probation period in installation and maintenance of Nortel and AVAYA PABX systems.
- Technical trainings and knowledge share for the team members and customers.

Senior, Telecom Engineer [Jun 2004 – Jun 2006]

Telecom Engineer [Mar 1999 – Jun 2004]

Digital Communication Private Limited

Associate Service Engineer



Mar 1994 – Mar 1999

(5 yrs)

- ZERO customer complaints throughout the tenure with 100% client satisfaction.
- Dealt with 1000+ customers.
- Managed a team of 5 engineers and technicians including 3 projects.
- Commissioned, installed and configured 500+ Remote Access Services of PBX, Voicemail, and DCX systems for Problem diagnostics.

EDUCATION

Diploma of Associate Engineer (DAE), Electronics

Jan 1992 – Mar 1994

Ahmad Hassan Polytechnic College

Diploma in Computer Sciences
Petroman College Lahore

Jan 1999 – Jan 2000

Secondary School Certificate (SSC)
Kashmir High School Lahore

Aug 1988 – Aug 1990

PROJECTS

UFONE Call Center (PTML),

- Installed and commissioned Call Centre Solution consisting IP enabled Communication Server 1000-E with MPS 500 with complete Call Center applications, CC 6.0 (Contact Center 6.0), CTI and IVR.

Standard Chartered Bank, Call Centre

- Installed Nortel Meridian M1 OPT. 11C System with Symposium 5.0 Call Center Server with IVR solution.

NADRA, Call Centre,

- Nortel Meridian PABX with IP enabled networked Call Center solution with popup application.

Pakistan Air Force Country wide,

- Nortel Meridian PABX integrated with Siemens and Alcatel switches.

Avari Hotel Lahore,

- Installed Nortel Meridian PABX with PMS & Hospitality Messaging Server with popup application.

AMTEX,

- Installed, configure and managed CS1K-E and integrated it with BCM on 3 different sites.
- Installed MCS 5100 Servers with all mention features: Video Conferencing, Meet Me Conferencing, Video Phone.

Pakistan Telecom Mobile Limited (UFONE),

- Implementation of GSM site's for Phase I, II and III with OEM,BSC,MSC Department.

Abroad TRAININGS

- **AVAYA G-450,G-350,G-700,G-650,S8300,S8400.S8800 Training AVAYA DUBAI** [Feb 2009]
- **Nortel MCS 5100 (Multimedia Communication System) Video conferencing, Web collaboration, NORTEL Singapore** (1 month) [Apr-May 2008]

Local TRAININGS

- **ATBS (Apollo Billing Software) Training**, Apollo Training Centre Islamabad (1 month) [May 2005]
- **NSS, BSS, and OEM Training of GSM 900**, NORTEL Training Center Islamabad [Jul 2000]
- **MPS500 (Media Processing Server) and CC 6.0 Call Center**, NORTEL Karachi (2 months) [Aug- Oct 2006]
- **Nortel Meridian CS100E Option 11C, 51C, 61C & 81C Programming and Maintenance**, Nortel Islamabad (2 months) [Feb 1999]

AWARDS AND HONORS

- **Successfully Completion Achievement Award Nortel UFONE Call Center (PTML) Project.**

- **Appreciation email for completing AMTEX Project of Nortel MCS 5100**

REFERENCES

Available upon request