

curriculam vitae

**Arun mani tiwari**

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**Objective**

Over 5 year of cross functional experience in routing & switching and network monitoring tool & ticketing tool. Troubleshooting skills and enriched with logical reasoning & have good communication skills.

**Key SKILL**

Router Configuration

Lease line experience

IP addressing and Subnetting.

Configuration of routing Protocol such as: - RIP, EIGRP, OSPF.

Switching

Configuration of VLAN

**professional experience**

Current Company : IBM TECHNOLOGY PVT LTD

On Role : Forte Tech solutions Pvt. Ltd.(Sept 2012 - present )

Designation : Network Engineer

* Managing team of Technical engineers managing lease line ( RF) region of the customer
* Escalation point for premium customers of Bharti Airtel for domestic and international customer.
* Managing SLA for the premium customers and sharing periodic data points for the internal team
* Handling Escalation for Lease Line RF circuits and arranging technical resolution
* Handling technical queries and managing Priority one tickets for the outage
* Publishing SLA and generating Dashboard for the meetings
* Involved in project implementations for the NOC and new business
* Supporting Business team for new provisioning and new business
* Handing training for new team members and existing
* Managing revenue for the Accenture
* Managing operations for all the NOC related operations
* Customer stake holder management on updating about various report

**professional qualification**

* Secure 65% in **B.Tech (ECE)** from GBTU University ***(Ghaziabad) 2012***

**STRONG POINTS**

Loyalty, Dedication & Innovations.

**language Known**

* English
* Hindi

**PERSONAL DETAILS**

**Name :** Arun Mani Tiwari

**Father’s name :** Mr K N Tiwari

**Date of Birth :** 06 Sept. 1990

**Area of interest :** Networking

**Sex :** Male

**Nationality :** Indian

**Maritial Status :** Married

**DECLARATION**

I am here by declaring that all the information furnished above is correct in my knowledge & belief. I am liable for any damages aroused out of any information false or Incorrect.

**DATE:- Arun Mani Tiwari**