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**Rahul Singh**

**Project Manager**

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**JOB OBJECTIVE**

Skilled Project manager ready to bring 7 years of experience and take on challenging new role. Diligent, forward-thinking and adaptable to dynamic company, customer and project needs. Successful at motivating teams to meet demanding timelines.

**AN OVERVIEW**

* **7 years** of experience in Project Management, Service Delivery, Capacity management, Telecom Infrastructure, Service Assurance, Network Implementation & Business Operations, Pre-Sales, Feasibility, Order logging.
* Working with **Bharti Airtel Limited as a Project Manager** **and previously worked with British Telecom.**
* **PRINCE2® 2017 Foundation & Practitioner.**
* With good interpersonal skills & willingness to learn
* Ability to work independently and take decisions where necessary.
* Ability to understand and capture technical as well as business requirements
* Hands-on experience of Routers, Switches, Cisco Unified Call Manager (CUCM), Cisco Unified Call Manager Express (CME), Cisco Unity Connectivity (CUC), Cisco Unity Express (CUE), and Voice Gateways, Cisco IP Communicator (CIPC) for Cisco IP telephony network infrastructure.

**WORK EXPERIENCE**

**Organization: Bharti Airtel Limited**

**Area of specialization: Project Manager-Airtel Business**

**Experience: September 2018 – Till Date.**

Working as Project Manager handling the complete Lifecycle of the Bharti Airtel IT infrastructure PAN India which includes Pre sales/Feasibility/Order Logging and service delivery for enterprise Customers .Handling the whole BHARTI Airtel IT network ,Data Center ,Call center, MSC and Airtel digital Store IT network Implementations.

**Responsibilities:**

* Took active role in company growth by consistently providing quality customer service to promote growth and retention.
* Created full-fledged implementation plans, accounting for ROI, cost-benefit and other analyses.
* Delivered projects to pre-determined budget, maintaining time parameters and quality standards.
* Increased customer satisfaction through adherence to all quality standards and customer requirements.
* Monitored contracts and service level agreements to identify potential risks and implement mitigation actions to protect development process from unforeseen delays and costs.
* Accountable for deliveries of Airtel Enterprise products like MPLS VPN, leased lines, Internet leased line, FTTB, FTTH etc.
* Getting the PRE-Sales of the requirements ,Feasibility of the requirement, getting the same confirmed with customer after deciding the commercials involved, Taking Financial approvals from the Finance ,documents validation, CAF generation and validation, and getting the Orders logged in system, Followed by E2E delivery.
* Co-ordination with various teams for making the site ready for delivery and delivery of the links like civil team , vendor teams , OSP team , ROW , installation and commissioning team , provisioning team , link testing team , final NOC handover, Router /hardware delivery team.
* Hands on experience on ICT devices like Switches, Routers.

**PREVIOUS WORK EXPERIENCE**

**Organization: British Telecom (BT eServ Ind Pvt Ltd)**

**Area of specialization: Capacity Management**

**Experience: October 2013 – August 2018.**

**Responsibilities:**

* Ensuring cost-justifiable capacity in areas of IT always exists and is matched to the current and future agreed needs of the business, in a timely manner.
* Produced and maintained an appropriate and up-to-date Capacity Plan, which reflects the current and future needs of the business.
* Discussed, agree and document Capacity Management monitoring thresholds with technical designers.
* Analyzed the utilization of the network devices and the corresponding applications.
* Monitored parameters such as bandwidth, CPU utilization and network traffic.
* Generated customer specific network health reports which highlight any issue or exceptions with regard to the parameters.
* Attended Change Advisory Board meetings and work with technical designers to assess changes for their impact on Capacity and Performance.
* Handled escalations and ensure that Capacity Management KPIs are reporting and their targets are met.

**Provided Parallel Support to Network Implementation:**

**Configured Routers:** Tagged description on interfaces that are connected to LAN and WAN services.

**Hands on NCM/EMC Ionix (Voyence):** Discovering devices (Routers, Switches, WLC and AP) so that it can be added to Ontario.

**EDUCATION**

* **B.Tech. (Computer Science Engineering) from Doon Institute of Engineering & Technology (affiliated to Uttarakhand Technical University), Dehradun in 2013**
* **XII from Childern’s Modern Academy (CBSE Board), Dehradun in 2009**
* **X from Dehradun Hills Academy (CBSE Board), Dehradun in 2006**

**TECHNICAL SKILL - SET**

## Certification: CCNA (CSCO12746252) PRINCE2® Foundation & Practitioner.

**Networking:** Network Architecture, LAN/WAN, TCP/IP, CCNA VOICE, CUCM, CUCME.

**Technologies:** Cisco Voice, Riverbed Technology (Steelheads, Interceptors, Mobile Controllers, Granite Core)

Windows 98/2000/XP/7/8/10

**Skills and tools:-** ITIL Foundation, MS Office Suite (Word, Excel and PowerPoint) Next Generation Service Desk (NGSD), BMC Expedio Incident Management, Riverbed, Ontario, Compuware, HSCR, Ipanema, M6 (Metasolv).