**AMIT KUMAR**

521/1, Sector-44, Noida-201301(UP)

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**OBJECTIVE**

*Offering Extensive Experience in IT Operation, Business Operation, Deployment, Implementation, Service Delivery, Upgrade, and Configure (Hardware, Software, Peripherals and Network Devices) and Provide Support in Windows / Linux Server environment.*



**PROFILE**

* Competent and dynamic Operational professional with rich experience of 8 plus **years** in IT and Telecom.
* Handling Technical & Business Operation, Technical Support, Business Development, Deployment and Service UAT of IT and Telecom Services.
* Taking care of Revenue Assurance, Making MIS, Clear billing Invoice and Commercial launching
* Administrative experience in Linux Server, Windows Server and MySql



**Skills**

|  |  |
| --- | --- |
| Telecom Product | IBD,OBD,SMSC,INSTA,IN,LIVR,USSD |
| Operating System | Windows Server-2000,2003,2005,NT and Linux Server- Centos, RedHat, Fedora |
| DBMS | MySQL, |
| Tools | Nagios,SSH(Secure Shell),Telnet,SFtp,Ftp,Editplus,Sqlyog,Radmin |



**PROFESSIONAL EXPERIENCE**

**Netxcell Limited Sept 2016 – Present**

**Senior Engineer**

**Client-IDEA**

**Location- Assam, Orissa and Meghalaya**

* Looking client IDEA Cellular Ltd. Of Assam, Orissa and Meghalaya Circle and responsible for various product of USSD, OBD (Promotional, IN, VAS etc) and IBD (LIVR).
* Acts as a single point of contact for IT and Business operation for resolving/addressing client's concerns and issues.
* Responsible for establishing and maintaining a strong and trusted relationship with Client and CPI.
* Expertise in Deployment and Management of VAS Products/ Technologies of IBD and OBD and Facilitate a team approach to achieve organizational objectives, increase productivity.
* Experience on identify the issues and do the root cause analysis, if required escalate and follow up with concern teams
* Providing the consolidated reports to the clients for product wise as well as circle wise.
* Involved in making the responses to new proposals from client including: Request for Proposal (RFPs), specific Statement of Work (SoW) or Work Orders.
* Give Technical Support to Client, Service Configurations and Mapping, Credentials Management, Providing Necessary data through DB.
* Testing and executing the UAT of the product with clients and making LIVE the Product
* Resolving Operation Level issues both from Vendors and Clients end.
* Quick study, with an ability to easily grab new ideas, concepts, methods and technologies. Dedicated, innovative and self-motivated team player.

**Pine Labs Payment Solutions Limited DEC 2015 – SEPT 2016**

**IT Consultant (NOC)**

**Location- NOIDA**

* Responsible for monitoring networking System, networking devices, System conditions and network systems.
* Use of monitoring tools (Nagios) to diagnose the issue and troubleshoot network failures.
* Performed the tasks of monitoring network performance by using standard management tools
* Responsible for handling first level troubleshooting issues of network issue.
* Analyse all types of network issue and escalate to the specific team for resolution.
* Assigned the tasks of visiting site to understand issues and update the same to the Manager.

**Orange Computer Aug 2014 – JAN 2015**

**Technical Officer**

**Location- DR CONGO (Africa)**

* Installed Server Hardware, Networks, Operating Systems, Computer peripherals like switch, modem & assembling, optimizing and issue managing server and network systems.
* Responsible for server mounting on rack, server installation and configuration.
* Establishing and maintaining a strong and trusted relationships with Client
* Tested all installations and setups to make sure they worked
* Handling Project kick off meeting with Operators for Project Execution Planning.
* Handling 10 members’ team.

**Maibiz Technology Pvt. Ltd. Jan 2013 – JUL 2014**

**Sr. Associate IT/Business Operation**

**Location- New Delhi**

* Revenue generation.
* Client interaction, launching new VAS product as per VAS manager requirement and for business development.
* Making New strategy for promotion to increase Revenue
* Monitoring & Handling the servers for OBD & IBD.
* Analysis of daily call reports of the Servers.
* Making MIS on daily basis.
* Checking the data on MySQL and prompts on servers.
* Taking care all VAS product

**SPICE VAS AFRICA PTE LTD Feb 2012 – Aug 2012**

**Assistant Manager- IT/Business Operation**

**Client- TIGO**

**Location- Kigali, Rwanda,(Africa)**

* Installed Server Hardware, Networks, Operating Systems, Computer peripherals like switch, modem & assembling, optimizing and issue managing server and network systems.
* Responsible for server mounting on rack, server installation and configuration.
* Establishing and maintaining a strong and trusted relationships with Client
* Provide regular feedback to the Regional Manager on the install and quality assurance work completed with a view to improving service quality.
* Managing the IVR Applications.
* Implementation of new sites.
* Handling Project kick off meeting with Operators for Project Execution Planning.
* Project Review meeting with Operators for enhance or to update existing system
* Organizing Onsite Installation, Support and testing of Spice VAS Products at Client sites
* Testing and Executing the UAT of the product with clients.
* Providing all the technical solution to the client for any deployment.
* Acting as a Technical Single Point of Contact for operator by providing support for Services and Voice Portal Platforms.

**TANLA SOLUTIONS LTD Jul 2008-Sept 2009**

**Support Engineer**

**Client- BSNL and Aircel**

**Location – Delhi NCR and Meerut**

* Instrumental in supporting and maintenance of hardware & network infrastructure for the organization
* Handling configuration, administration & implementation of Linux Servers using Asterisk Applications.
* Handling implementation, installation and configuration of ss7 and asterisk
* Responsible for Installation, configuration and regular monitoring Linux servers.
* Installed and Troubleshooting Computer Hardware, Networks, Operating Systems, Computer peripherals (printer, modem etc.) & assembling, optimizing and issue managing different computer and network systems.
* Maintaining Linux Servers ( 2 IVRS and 1 OBD Server )

**DIALNET COMMUNICATIONS LTD May 2006- Jul 2008**

**Technical Executive**

**Client- BSNL**

**Location- Handling Multiple Sites (Delhi NCR, Meerut, Lucknow, Jaipur)**

* Spearheaded entire computer hardware/ networking/system operations with overall responsibility for viability of business enterprise.
* Handles computer requirements along with all related accessories, operating system installations and networking while ensuring smooth functioning of systems.
* Responsible for maintenance and troubleshooting of Windows and Linux based IVR servers for BSNL.
* Managed Linux fedora for which asterisk technology is used for call routing to mars of IVR.
* Maintaining 1 IVR (Using NT), 1 Linux (Using Fedora) and 1 Net Machine (Using XP).



**EDUCATIONAL and PROFESSIONAL CREDENTIALS**

**MBA (Marketing)**

**BCA (Computer Science)**

**MCSA (Microsoft Certified Solutions Associate)**

**Advance Diploma in Hardware, 2006**



**PERSONAL PROFILE**

**Father’s Name:** Shri Yad Ram Singh

**Date of Birth:** 15th October 1986

**Marital Status**: Bachelor

**Sex**: Male

**Religion**: Hindu

**Nationality**: Indian

**Personal Quality**: Friendly, Hard Working

**Interest & Hobbies**: Reading Books, Playing Games etc.

**Language Proficiency:** English, Hindi, French

DECLARATION

I hereby declare that the above mentioned information is best in my Knowledge.

Date:

Place:

 (Amit Kumar)