MAYUR RAJENDRA PATIL

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PROFESSIONAL SUMMARY

I am B.E. graduate in E & TC with demonstrated theoretical knowledge along with 7+ years of experience in unified communication and collaboration as well as voice technology. I have working knowledge of Teams DR, GSIP, audio codes SBCs and ribbon SBCs.

ACADEMIC

1) B.E. (Electronics & telecommunication) from Pune University
   2011-2014 (66.66%)

2) Diploma in Electronics & telecommunication) from M.S.B.T. E.
   2008-2010 (70.36%)

WORK EXPERIENCE

1) Organization: Tata Communications Ltd. Pune.

   Profile: Assistant manager

   Experience: 17th Mar 2022 to till date

2) Organization: Vodafone shared Services, Pune

   Profile: Assistant Manager

   Experience: 9th Nov 2020 to 15th Mar 2022

3) Organization: Tata Communications Ltd. Pune.

   Profile: Sr. Customer Service Executive (Shift Lead)

   Experience: 7th Oct 2015 to 6th Nov 2020

JOB RESPONSIBILITIES AT TATA COMMUNICATIONS LTD.

- Working as L3 on VOIP, Direct Routing, Operator Connect, Cloud video Interop, Ribbon and AudioCodes SBC.

- Handling escalation on priority 1/2 cases and ensure to provide resolution within defined SLA. Provide root cause analysis on priority 1 and priority 2 cases.

- Providing action plan to L1 and L2 support engineers.

- Migrating and enabling users for Teams Direct Routing from GSIP setup.

- Teams Direct Routing and voice configuration on Office 365 tenant and SBC.

- Provide monthly usage to customers which helps them to take relevant discussion on the services.

- Monitoring and configuration of Voice Gateways as per TCL Engineering guidelines.

- TLS certificate renewal of Ribbon and AudioCodes SBCs.

- Coordinating within different internal teams for resolution of the issue.

- Actively working with engineering and product team based on customer requirements.

- Need to ensure smooth transaction of customers from delivery phase to Day 2 support by reviewing the documents created by delivery team for better understanding of the solution provided. Provide go ahead for Day 2 support post document review.
- Walkthrough of Low-level design diagram and solution diagram for team members.
- Expertise on SIP phones.
- Connecting with customer on monthly basis during service review call and collect their feedbacks if any.
- Subject Matter Expert on Microsoft Operator connect. Work with Microsoft directly for any Operator connect bug or issues.
- Conduct monthly trainings for team on on-going issues/technologies.
- Case bashing sessions on regular basis to ensure team is up to date on issues on going.
- Good understanding and work experience as Microsoft Teams Voice Administrator. Handling Tenant of 50 customer for Teams only and direct routing EV enabled users from 36 countries.
- Working on a direct routing. Knowledge of signal and media flows.
- Developed PowerShell scripts to automate the daily function of Teams administration, reporting, and managing bulk user operations
- Buying and assigning Phone number to user and enabling Dial pad in teams' application.
- Creating Voice routing Policy, Dial Plans to restrict or give limited access to user for calling.
- Auto-Attendance and Call Queues Troubleshooting.
- Create different types of analytics reports to get information about the team's usage.
- Checking and troubleshooting Call Quality issues like network issues, devices used by users.
- Deploying Conference room and Teams certified IP Phones like Poly CCX-400/500/600, Yealink MP-54.
- Troubleshooting on Teams IP Phones issues.
- Responsible for configuration & monitoring of SBC, FQDN's, Trunk Line.
- Knowledge of operator connect, Direct routing and Microsoft calling plans.
- Responsible for troubleshooting issues related to enterprise voice users and Direct Routing Setup.
- Troubleshooting of different Microsoft Teams problems
- Caller ID Policy Configuration in Microsoft Teams.
- Teams call park and calling policies and management in Microsoft Teams.
- User and Meeting migration from different operation modes to Teams only mode using PowerShell.
- Working with global SIP trunk providers like Verizon, Tata Communications, AT&T Etc. to fix the problem in EV calls.

CERTIFICATIONS

- Completed Cisco Certification Of CCNA(RS). (Cisco ID: CSCO13154219)
- Completed the SIP school Certified Associate (SSCA)
- Completed MS-700 and MS-720 certification.

ACHIEVEMENTS AND EXTRA CURRICULAR

- Completed 3 Day Workshop on Embedded System.
- Participate In National Level Project Competition
- Two times won SOC – STAR award for maximum vendor cases & TT closed in MCPETeam.
- Awarded with Blue Ribbon for achieving good resolution efficiency.
- Seven times awarded with best customer handling skills & response.

KEY STRENGTHS

- Team player
- Multi-Tasking
- Problem-solving ability
- Flexible and punctual to timelines
- Can do attitude

DECLARATION

I hereby certify that all the information provided above is true to the best of my knowledge.

Date: Mayur Patil
Place: Pune