

## CURRICULUM VITAE

# Shaktiya Kumar

DOB : 30<sup>th</sup> Dec 1992

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### Career Objective

To be part of a working environment that constantly challenges my ability and maximise my commitment to work as a team member in a challenging organisation.

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### EMPLOYMENT HISTORY

#### **Binasat Sdn Bhd, (Telecommunications Industry)**

##### ***Service Delivery Management (SDM) – (Managing Service Deliveries for Maxis Communications) November 2014 – Present***

Manage and oversee the end to end process of the Service Orders and Termination requests for circuit installation Metro Ethernet (Fibre) and Decommissioning.

- Interface between the Vendor & Customers for the end to end Project Management
- Process Improvements – Working with the client and operations teams to identify and manage service improvement activities
- Successful service delivery – Service Level Agreement (SLA) achievement
- Management reporting Service reporting and sponsoring service delivery meetings
- Resources planning e.g. deploy specialist teams for specific operational / technical challenges on ad hoc basis
- Communicating across organisational boundaries
- Ability to follow hardware and software best practices as defined by the Managed Services Management

#### **ABN XCESS(Telecommunications Industry)**

##### ***Asian Broadcasting Network (M) sdn bhd October 2013 – October 2014***

##### ***Site Supervisor(Fiber Optic Department)***

Managing In-House team, end to end projects

- Responsible on all engineering, planning, commissioning, material and all other Technical services essential to support the HFC network construction and installation activities.
- Assigned task for in-house team and coordinator overall rollout progress.

## **CURRICULUM VITAE**

- Ensure in-house team to submit their daily update report on site progress to respective regional manager.
- Ensure that the details included in the installation procedures are fully understood and properly applied by construction personnel and that all preparation is in order.
- Coordinate and request resources required for the installation and construction activity.
- Review project planning with a view to improve on the completion date.
- Shall at all times know the current progress of the project with respect to planning and should be able to give details of why project ahead/behind schedule at all times.
- Responsible for clarifying the project design and handling designs changes during the project implementation.
- Ensure material delivery to site and materials are delivered as per design.
- Do Fiber Optic activation at Nod.
- Check signal at Nod.
- Fiber Optic troubleshooting.
- Trains foreigner workers for Fiber Optic splicing.
- Clarify problems at site.

**R&A Telecommunication sdn bhd (Telecommunications Industry)**  
***Sub Vendor to TELBRU Brunei FTTH(Fiber Termination To Home)***  
***Technician October 2012 – 31st March 2013***

Managing field works,

- Deal with Fiber Optic, End to End testing and Segment testing using OTDR(Optical Time Domain Reflectometer)OLTS(Optical Loss Test Set).
- Preparing Passive Network Acceptance Test Report
- Deal with Home Pass vendor regarding on fiber restoration and new installation.
- Termination and splicing fiber optic cable
- Team leader for home connect and new installation and configuring the system.
- Plan location for new installation

**Arena Global Technologies sdn bhd (Telecommunications Industry)**  
***Sub Vendor to TELBRU Brunei FTTH(Fiber Termination To Home)***  
***Technician July 2012-September 2012***

Managing field works,

## **CURRICULUM VITAE**

- Deal with Fiber Optic, End to End testing and Segment testing using OTDR(Optical Time Domain Reflectometer) OLTS(Optical Loss Test Set).
- Preparing Passive Network Acceptance Test Report
- Deal with Home Pass vendor regarding on fiber restoration and new installation.
- Termination and splicing fiber optic cable

### **Access 1 engineering sdn bhd (Telecommunications Industry)**

#### **Sub Vendor to Maxis Malaysia NGBB project**

***Technician Mac 2012-Jun 2012***

Managing field works,

- Deal with Home connect vendor regarding on fiber restoration and new installation.
- Configuring and maintenance of the system.
- Troubleshooting system and modem

### **STRENGTHS**

- Good interpersonal and communications skills (able to interact with peers at all levels)
- Self-motivated, aggressive and can be persuasive
- Strong leadership skills to lead and motivate peers
- Analytical and Problem Solving
- Team player

### **KNOWLEDGE & EXPERIENCE**

- Understanding the financial impact (Capital Expenditure and Operating Expense) to the Organisation
- Analyse the Key Performance Indicating (KPI) reports for areas for improvements and identify root cause and analysis based on the statistics on the KPI report and monitor the performance (if the statistics are unsatisfying)
- Conduct Process Awareness Programmes / Workshop (recap of the Business Procedures End to End)
- Able to lead a team of direct reports by example and establishing a good relationship among stake holders (Internal & External Customers / Vendors)
- Able to assign and delegate job tasks depending on the Ad Hoc Operational situation within the department

## CURRICULUM VITAE

SKILLS				
SKILL		LEVEL		
		BASIC	INTERMEDIATE	ADVANCE
OPERATING SYSTEM				
<i>MICROSOFT TECHNOLOGY</i>				
WINDOWS 2003	INSTALLING			✓
	CONFIGURING		✓	
	MANAGING		✓	
	MAINTAINING		✓	
WINDOWS XP, VISTA & 7	INSTALLING			✓
	CONFIGURING			✓
	MANAGING			✓
	MAINTAINING			✓
MICROSOFT OFFICE 2003 & 2007				✓
HARDWARE				
PC MAINTENANCE				✓
PC TROUBLESHOOTING				✓
NETWORK				
CABLING				✓
INSTALLING				✓
CONFIGURING			✓	
MANAGING			✓	
MAINTAINING			✓	
DESIGNING			✓	
TESTING			✓	

## EDUCATIONAL BACKGROUND

### Certificate

Field of Stud : Sijil Kemahiran Malaysia S.K.M (Level 1,2 & 3)  
 Major : IT Hardware  
 Academy : Ikram Skills and Retraining Academy  
 Completion Date : 2012