Kritee

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**Objective**

To pursue a responsible and challenging career in a growing organization where my knowledge and experience can be shared and enriched as well as to achieve excellence in order to contribute for the wellbeing of industry as well as for the society.

**Career Profile**

**Total Experience of 7.8 years**

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| --- | --- | --- |
| Organization | Experience | Duration of work |
| Virtela India Pvt Ltd, India(An NTT Communication Company) | 1.2 Years | 23rd June 2014 to 31st August 2015 |
| COLT India Telecom, India | 2.8 Years | 23rd August 2011 to 20th June 2014 |
| Ericsson Global India, India | 0.5 Years | 7th March 2011 to 19th August 2011 |
| Reliance Communications, India | 3.2 Years | 28th January 2008 to 4th March 2011 |

**Responsibilities:**

* Procurement of Circuits and ensuring delivery as per the purchase order terms and conditions.
* Monitoring the progress and escalating the critical issues.
* Adept in swiftly ramping up projects in close co-ordination with clients, vendors and consultants and ensuring on time deliverables on daily basis. .
* Co-ordinating with field engineer to get proper updates on ongoing project and to find out if any obstacle which can hamper the timelines of delivery.
* Deft in reporting, due-diligence, documentation, communication, vendor management, resource management and service improvement.
* Managing medium to complex projects and ensure that all projects are delivered within scope, time, budget and quality.
* Liaison between various internal organizations teams like Finance, Procurement ,Engineering& Operations Team to get the orders executed in time as per customer want date.
* Responsible for coordinating and tracking the service deliverables and network migrations.
* Responsible for coordinating weekly status meetings, updates, and reporting of all outstanding issues and action items.
* Chairing medium to high level carrier teleconference meetings, reporting progress of circuit orders, highlighting issues and risks to the customer and suggesting possible solutions.
* Transition new tasks from countriescounter part for Shared centre and provide knowledge transfer sessions to fellow team members
* Acting as a SPOC and coordinate with internal and external customers as necessary to determine meeting times and agendas.
* End-to-End testing of the customer services involving loop back testing, ping test and line performance before the final handover.
* Accountable & responsible for maintaining the Key Performance Indicators like Productivity, Quality & TAT compliance, Review Rejection reports, cross country issue logs for the team as per guidelines.
* Received Gold Award for contributing to highest productivity & completion of orders with almost 0% errors and escalations.
* Proficient in multiple provisioning systems, and managing the projects to completion with field operations and other outside organizations.
* Updating different database used in SPRINT network(FMS/METSOLVE/FACTS).
* Understanding the basic objective of the request from planning for transport network optimization, this comes in the form of RPR.
* Prepare MOP & finalize steps to prepare plan for bandwidth rerouting.
* Responsible to remove Constraints & Choke in the Transport Network by optimizing traffic. Rerouting of traffic in case of multiple fiber cut.
* Planning the Path for Important Ckt’s of the Network & implementation of the same as per the plan with protection during Double-Cuts in the Ring.

**Professional Qualification**

B.E in Electronics and communications with 75.6% from Rajiv Gandhi Prodhyogiki University

Bhopal (MP).

 2000, S.S.C with 75.4% from Delhi Public School,CBSE Board

 2002, H.S.C with 55.6% from Delhi Public School,CBSE Board

 2007, B.E.(EC) with 75.6% from Rajiv Gandhi Prodhyogiki University Bhopal (MP).

Computer Proficiency :

 Knowledge of Computer Hardware and Networking

 Knowledge about ITIL.

**Hobbies and Interests**

* Exploring the web.
* Drawing & Painting.

**Personal Information**

* **Date of Birth** 6th March 1985
* **Gender** Female
* **Marital Status** Married
* **Nationality** Indian
* **Languages Known** English, Hindi