Vishakha

**Email:** Vishakha.343139@2freemail.com

Al Karama, Dubai, UAE

**C/o- +971502360357**



**Profile Summary:**

* An overall 4 and half years of experience in Telecom & Networking, Maintaining Network Infrastructure, Installation, migration and configuration of client network, manage networking devices.
* Have Experience of OSS design, we are migrating Proviso based NetHealth21, Labrador, Netrep, Yukon to BT Home Grown Product NPM(Network Performance Monitoring).
* Troubleshooting network problems and conflicts. Suggesting improvements in operations/ processes to make the system full proof.
* Understanding of Perl script, Unix, Linux and IBM Proviso.
* Understanding of Networking Solutions and Systems.
* Installing and configuring Firewalls, Routers, Switches, Hubs, modems and other networking devices. Troubleshooting all networking problems to ensure minimum downtime and maximum availability of network to maintain SLA.
* Good proficiency in designing scalable networks, IP addressing plan to suit.
* Configuration & day-to-day troubleshooting of Cisco Switches like Cat 2900 series, Cat 3500,3600,Cat 3750 series ,4500 series, Cat 6500 series.
* Have understanding of ADSL, VDSL, G.Fast, DSLAM, L2S.
* Configuration of Cisco Cat and Nexus Routers for various routing protocols like OSPF, RIP, EIGRP.
* Effectively managed 2nd level Escalation to facilitate high uptimes and developed utility programs to automate some Business Processes followed.
* Analytical and Innovative in problem solving & Technical Support.
* Good Team management & communication skills with the ability to interface at all levels.
* Document preparation for LAN, WAN architecture and for audit policies.
* Excellent language and inter-personal communication skills.
* Great Team-player and project delivery oriented, interacting with all participating project stakeholders.



**Technical expertise:**

* Routing protocols **RIP / OSPF / EIGRP / BGP**
* IPV4, IPV6
* VLANs / STP / RSTP / Etherchannel
* TCP/IP, DNS, DHCP, Telnet, SSH, SFTP, TFTP.
* STP, VTP, HSRP, VRRP Concepts & Configuration.
* **SNMP, MIB, OID and RADIUS** Configuration.
* Familiar with NGOSS standards –**eTOM, TAM**, Business Process.
* Addition of customers in REMEDY and OSD.
* Good Hands on SMARTS, REMEDY, HPOV, CLARITY, Vital-Suite Application.
* **Cisco Certified Network Associate (CCNA**)
* **CCNP (R & S)**
* **ITIL V3 Foundation**
* Good Understanding of Agile Methodology.
* MS Office Word, Excel and PowerPoint.

**WORK EXPERIENCE**

**Symphony Teleca Corp / (Telecom / OSS Designer) (Feb, 2015- till date)**

***Job Responsibilities & Roles / Project Name-NPM (Network Performance Monitoring)***

* As an OSS Designer in NPR (Network Performance Reporting) Platform, work involves preparing technical design to monitor the performance of Openreach network viz PSTN Line, Broadband (ADSL, ADSL2, VDSL, VDSL2,G.Fast, FTTC and FTTP), Fiber Voice Access (Fiber over FTTP), by taking E2E solution design as the inputs.
* NPR (Network Performance Reporting) Platform, work involves designing the complete new Reporting System for Performance Management of BT Global Network.
* Feasibility Analysis, Impact Assessments, Effort and size estimation of the work using Function Points (FP).
* Attend CFT-Discuss to understand the existing xmls and their interfaces, understand the upstream/downstream systems and high level functional/technical knowledge on what happens on each of the systems.
* Document LLDs for Interfacing NPM Application with other external applications – Inventory systems, Alarm management system, and Capacity Management System, Hadoop and T2R systems.
* Conducting Design Walkthroughs for Developers/Testing/ASG/DB Teams to implement the designed solution and assisting them on course of development of reporting solution.
* Liaison with client and E2E to obtain all necessary sign off for design documents.
* Requirement elucidation from Business, Stakeholders.
* Preparing and delivering formal presentations to colleagues and management.
* Show demonstrations of solution to client BT.
* Liaises with BT Client, ASG, Development and Testing Team to provide support on Design related issues for both business suitability and technically.
* Update STORM by creating component stories as required, cost updates & complexity in man days, accepting the AC just before Go-Live of the release.
* Identifying SNMP Discovery formulas, MIB details and creating Collection Sheet.
* Designing GUI of the OSS systems.
* Worked on NH21(NetHealth21), Labrador, Yukon (all are BT Specific OSS Systems)
* Deep knowledge of OSS and BSS architecture.
* Assisting the Database / GUI / Testing teams on course of development of the reporting solution.
* Updating SDIP (Security Domain Interconnect Policy) for connectivity between interfaces.
* Raise AlgosecFireFlow requests for connectivity between two interfaces, OSS system with EMS.
* Working on different BT LOBs.

**Reliance Communications Ltd. (Network Support Associate) (July, 2013- Feb, 2015)**

***Job Responsibilities & Roles:***

**Migration Project: Working on SMARTS**

* Moving Customers from HPOV monitoring tool to SMARTS for which creating a new domain, creating different console in a domain and adding customers into console as per revenue and SLA defined.
* To add client in smarts, discovering it into SMARTS. Here we discover it through loopback IP address.
* Creating different View in console in monitoring tool. E.g. hard down view, interface view, tunnel view, environmental view.
* This view is created and differs as per the filter assign to it. E.g. hard down: down filter; interface alarm : interface filter.
* Configuration of auto generation of ticket in.
* Making all the changes required in site router. E.g. SNMP & RADIUS configuration changes.
* Taking Handover of New Customers.
* Addition of Customers in REMEDY and do required changes in it. E.g. Bandwidth, IP Address, Router Model, Contacts for auto-notification to Customers etc.
* Adding Customers in Vital- suite for Utilization graph. Do scanning of devices if any change has been done at site router.

**Network Assurance level 1**

* Utilize network management software (SMARTS) to proactively isolate problems in real-time.
* Ticket Creation via SMARTS, REMEDY & CLARITY Application.
* Working under the supervision of NOC Team lead and providing routine updates on the progression of tasks assigned.
* Troubleshooting the routing and configuration problems of Managed Customers.
* Working on Routing Protocols OSPF, BGP, EIGRP, RIP & Knowledge of MPLS.
* Co-ordination with Customer, Business team, TAM, SAM, CSAM, FE.
* Configuration of static routes.
* Providing resolutions for customer complaints like down, Packet Drops, Latency, Reach ability issue and Configuration Problems etc.
* Day to Day activity involves handling of Ticket for over 200 Managed Customer Links Connected via MPLS-L3-VPN.
* Ensuring timely complaint resolution to achieve the set MTTR & SLA.

**Vedang Cellular Services / Various roles, Intern, Engineer (Aug, 2012-July 2013)**

* Worked as a graduate Trainee Engineer.



**EDUCATION**

* First Class.
* **B.E. Electronics and Communications Engineering**, **2012** – Manoharbhai Patel Institute Of Engineering And Technology, RTM, Nagpur University, Maharashtra, India.



**PERSONAL / PROFESSIONAL INTERESTS**

* Latest technologies in Mobile deployments.
* OSS /BSS
* Provisioning of value added services.
* Keen follower of industry trends.
* ( personal – Music of various Genres and Drawing on a personal note is my passion besides my career ).

**PERSONAL VITAE**



* DOB: 14th July 1990.
* Gender: Female
* Marital Status: Married
* Visa Status: UAE Visit Visa

**References available upon Request**