***Bala***

***Bala.351251@2freemail.com***

|  |
| --- |
| PROFESSINAL SYNOPIS  |

A competent professional with over 10 years in Telecom VSAT NOC, Rollout and project management. Currently associated with **Reliance Industries Ltd,** Hyderabad as a Sr.Exec2. Experience in various phases of NOC including configuration, monitoring and troubleshooting of the network operation centre. Management process including vendor coordination, understanding and analyzing the customer requirements to process the project and checking the SLA to meet the agreed timeline.

|  |
| --- |
| QUALIFICATION |

B.Tech - Electronics & Telecommunications from Karnataka State Open University, Hyderabad, India with First class in April2014.

Diploma in Electronics & Communications Engineering from Srinivasa Polytechnic Collage, Trichy, India with First class in April, 2007.

ITIL V3 Foundation certification- June 2017

|  |
| --- |
| TECHNICAL KNOWLEDGE  |

* More than 10years of experience in Telecom industry with a vast array network operations & maintenance, project coordination.
* ITIL
* VSAT - Configuration, Monitoring and troubleshooting
* Customer coordination, Vendor coordination, Project Management/Project Coordination
* VSAT NOC Operations & Maintenance, Shift planning & management.

|  |
| --- |
| CERIFICATION |

* ITIL V3 Foundation Certified - June 2017

|  |
| --- |
| WORK EXPERIANCE  |

**Organisation** : RELIANCE INDUSTRIES LTD

**Designation** : Sr.Exec2

**Duration** : Mar 2010 TO Till date

**Job Location** : HYDERABAD, INDIA

**Responsibilities**

* Providing connectivity between Hub, Remote and central site through VSAT Link, Leased line and ADSL.
* Ensuring high network uptime for remote to reduce business losses due to unavailability of network connectivity
* Maintain and optimize satellite subsystems Hub RF, IF and baseband Equipments
* Troubleshooting customer problems and fixing them on time
* Hardware and software up-gradation of network/NMS
* Design, Configuration and Management of bandwidth management systems and bandwidth managers activity includes creation of policy for assigning bandwidth and generation of usage report.
* Involved in coordinating projects from inception to completion
* Interact with customer on daily basis to ensure projects proceed in a timely and cost efficient manner. Address issues & provide guidance and solutions to ensure project timelines are met.
* Drove vendors and peers to complete project in alignment with goals. Maintain performance report for historical analysis and timeline management.
* Attending conference calls with onshore clients in case of network issues and coordinating with them to rectify the issue.
* Configure and Manage the different IP segment to various departments.
* Documentation of all network Implementations, Remote Layouts, Data centre and Rack layouts with using MS VISIO.
* Making Operation and rollout SLA violation and Penalty reports.
* Looking over PAN India Remote RF links Operating Licensing and coordinating with Department of Telecom.
* IR\_FAR creation & maintain
* Change Management
* MTTA coordination & Generation
* Perform periodical maintenance activities according with existing procedures
* Record all the information regarding the outages (description of the event, actions taken, implicated persons / teams, timing, results)

|  |
| --- |
| WORK EXPERIANCE  |

**Organisation** : NAYAN COMMUNICATIONS

**Designation** : CustomerSupport Engineer (VSAT NOC)

**Duration** : June 2007 - February 2010

**Job Location** : CHENNAI & HYDERABAD, INDIA

**Responsibilities**

* Operations and Maintenance of VSAT NOC (SCPC, DAMA)
* Monitor the alarms of all Network Elements throughout the Operations and Network Management software
* Perform periodical maintenance routine activities according with existing procedures
* Monitor the Network Elements alarms (Network server, Transponder, RF System) from the Network Operations Centre consoles, identify and replace the faulty parts and / or inform other maintenance personnel as per the equipment type
* Follow the special procedures in case of emergency in the servers and RF systems
* Level 1 troubleshooting of VSAT Hub RF & IF equipments
* Remote VSAT installation, (Outdoor unit & Indoor unit both)
* Provide shift reports to NOC Manager about all the events occurring in the network

**Summary**

Highly organized and independent; able to effectively coordinate tasks to accomplish projects with timeliness and creativity. High-energy, confident professional with an infectious enthusiasm for technology.