|  |
| --- |
| DSC03813**SHAILESH**  shailesh.379438@2freemail.com  |
| core24x24icons Key Skills

|  |
| --- |
| Operations & Maintenance |
|  |
| Installation & Configuration |
|  |
| Project Management & Execution |
|  |
| Network Performance Management |
|  |
| Budgetary & Cost Optimization |
|  |
| Strategic Planning & Execution |
|  |
| Technical Support & Assistance |
|  |
| Reporting & Documentation |
|  |
| Cross-functional Coordination |
|  |

 | High-energy Technocrat with **nearly 27 years of experience**; targeting strategic assignments in **Telecom Operations & Maintenance/Project Management** with an esteemed organization**Location Preference**: GCC/India | **Industry Preference**: Telecom/CITZ:\Approved_ResDev_Repository\Formats\Visual Resume Formats 2015-16\Icons\careertimeline24x24icons.png |
|  Profile Summary |
| * An established professional with rich experience in managing Telecom Projects including planning, estimation, scheduling, scope definition, financial estimation, risk assessment, resource administration, process management and compliance with quality standards
* Exhibited excellence in installation, maintenance and technical support of ISP related Subscriber Premises Equipment and Network elements
* Recognized for formulating strategies for projects across UAE & India; managing the complete range of project activities right from conceptualization to installation, maintenance & troubleshooting of various Telecom equipment
* Rich experience in applying solutions/policies that would meet or exceed functional, operational, performance, analytical and security requirements while minimizing technical risks in implementation
* Distinguished capabilities of setting out quality standards for various operational areas, ensuring a high-quality customer experience while adhering to the SLAs for their services and TRAI guidelines
* Consistent record of delivering results in extending high-end technical support and ensuring high customer satisfaction levels through promptly addressing client’s problems
* Leverages key analysis, insights & team approach to drive organizational improvements and implementation of best practices
 |
| softskills24x24icons Soft Skills | career24x24icons Career Timeline |
| Collaborator  Communicator  Planner Change Agent  Analytical Thinker  | ETISALAT - Emirates Telecommunication Corp. as Engineer - Central Control 1991-1998Kanazia Digital Systems (P.) Ltd. as Senior Executive1998-2018 |

|  |
| --- |
| exp24x24icons Work Experience**Apr’98 – Feb’18 with ETISALAT - Emirates Telecommunication Corp., Dubai as Engineer - Central Control****Key Result Areas:*** Administered the project progress as per scheduled deadlines for various tasks and took necessary steps for ensuring completion within time and effort parameters
* Supervised quality management, fault management, escalation management, preventive maintenance as well as performance management operations
* Safeguarded the goals of the incident management process, restored normal service as soon as possible based on customer perspective and within defined SLAs
* Implemented the systems to manage network services and ensured resolution of alarms on time to attain high network uptime
* Analyzed performance of core network elements through various KPIs, capacity utilization & capacity requirement
* Provided the technical support including installation, maintenance, training & demonstration for various hardware & software products

**Highlights:*** Coordinated with Technicians for Job Assessment (SOC) and Fault Rectification (FRC) for Contractors & Etisalat Technicians
* Undertook tests & inspections to ensure operational effectiveness of various equipment
* Provided technical support in the various areas and suggested the solutions for improved performance of the system
* Developed subordinates through training needs identification and training programmes
* Recipient of Certificate for delivering excellent performance in 2009

**Apr’91 – Apr’98 with Kanazia Digital Systems (P.) Ltd. (Strategic Alliance with Ericsson in Asia for EPABX System), Mumbai as Senior Executive****Highlights:*** Installed the following:
* EPABX System of Ericsson Business Network AB, Sweden and ROLM Communication Inc., USA
* Digital Diagnostic Systems SYSTM 8T, DDS40 and Board Master from ABI, AB
* Contributed towards the following:
* Leasing with Ericsson Technical Support Group (Sweden) and ROLM Technical Group, USA
* PCB Testing and Debugging of EPABX Hardware
* Programming in Test Basic for Analog and Digital IC on ABI, UK

 Education* Diploma in Business Management from All India Institute of Management Studies, Chennai in 1997
* Diploma in Digital Electronics from Bombay Institute of Technology (Mumbai University), Mumbai in 1991

 Certifications* MCP (Microsoft Certified Professional)
* CCNA (Cisco Certified Network Associate)
* IELTS (Overall Band Score 7.00)

 Trainings & Seminars* Multiprotocol Label Switching (MPLS)
* Installation, Maintenance and Configuration of Huwai and Zone ONTS and OLTS
* Installation of OCTEL Voice Mail Systems
* Value Added Sales and Promotions Techniques
* xDSL Overview & Test Equipment (Sunrise Telecom, Inc.)
* Installation and Maintenance of ISDN Equipment
* Philips Sopho Is –3000 PABX
* Behavioral Model for Customer Interface Staff
* **Seminar**: Structure Cabling Solution from KRONE, UK

 Personal Details**Date of Birth:** 18th January 1970**Languages Known:** English, Hindi & Marathi**Refer to the Annexure for Project Details & Technical Skills****ANNEXURE** Projects & Equipment Handled**At Kanazia Digital Systems (P.) Ltd.*** Huwai and Zone ONTS and OLTS
* Lucent Cellpipe, Aztech, Siemens, Linksys Broadband Router
* Cisco 677 ADSL Router
* Efficient Speed-stream 3020, 3060 ADSL Modem
* Motorola 2100, 2120 and Webstar Cable Modem
* Ericsson PABX
* Business Phone 150
* MD 110 (BC 6, BC 7.2, BC 8)
* ROLM PBX
* 7000/8000 Family of High-end PABXs
* ABI Digital Diagnostic System
* Board Master
* System 8T
* Nitsuko Key Systems
* Nice 32I, AX, NX, TX-512, TX1232, TX 308
* Nice 288
* NEC Key Systems
* Aspire and Inspire Series
* Phillips PBX–SOPHO- iS 3000 Series, Key Systems S-15, S-25, S35
* sITEL -SX2000
* SunSet xDSL Sunrise Telecom ADSL Tester
* Mall of Emirates
* First Gulf Bank (Al Quoz)
* Emirates Bank Data Center (Al Barsha)
* Engineering Office (UMS, Dubai)
* Dubai Police College (UMS, Dubai)
* Ericsson, Dubai
* Jumeira Beach Hotel Training Center (UMS, Dubai)
* Procter & Gamble
* Bharati Cellular (Delhi)
* RPG Cellular (Indore)
* Oasis (Jaipur)
* Installation & Maintenance of Leased Lines, VPN Network and ADSL Lines and Cable Modems for Corporate Customers in UMM Suqeim and Al Quoz Area of Dubai Region

R:\Approved_ResDev_Repository\Formats\Visual Resume Formats 2015-16\Icons\itskills24x24icons - Copy.png Technical Skills* VoIP Protocols like SIP, MGCP, H.248
* SS7 and R2MFC Signaling Protocols, ISDN (BRI, PRI), V 5.2
* Analog Signaling: E&M, Two-way Trunk, Hot Lines
* TCP/IP, HDLC, PPP.LCP
* Installation & maintenance of the following products:
* FIBARO Equipment Installations for Smart Home
* Huwai ONT, ZONE ONT, Alcatel ONT Configuration and Modification in PMS
* EPABX and Key Systems of Nitsuko, NEC, Mitel, SOPHO Philips, Ericsson md110
* Desktop & Laptop Computers (Pentium I, II & III)
* Peripherals: Standalone & Network Printers, Scanners
* Networking Devices: HUBs, Switches, Routers (Cisco, Alcatel)
* Communication Devices: Analog Modems, ISDN NTE and TAs, ADSL Modems and Routers
* Configuration of Internet using Dial Up, Leased Line, ISDN, ADSL under various Operating Systems (Standalone & Networked Environment)
* Structured Network Cabling for High-rise Buildings
* Smart Home Devices FIBARO - Controller, Door Sensor, Motion Sensor, Indoor Camera, Thermostats, Smoke Detector, Siren
 |