

VENKATESH

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**OBJECTIVE**

Seeking a challenging and rewarding career, where I can use my potential skills and knowledge that I have acquired through my education and experience. To work as a key player in challenging & creative environment and providing myself an asset to the organization.

# PROFILE

* An incisive total professional experience of 2 years.
* 1+year solid experience in Nokia as a Fault Management Engineer and NOC engineer in DTRS Network.
* Working on SLA –escalating to other internal and external teams as appropriate.
* Span of 6 months experience in HCL (Hindustan Computers Limited) as a Service Desk Engineer.
* Working as Service Desk (SPOC) and support major public sector clients via emails, phone calls and skype.
* Knowledge in configuring Routers and Switches.
* Technical knowledge in System administration & Network maintenance.
* Technical/ Customer Acceptance Testing.
* Co-ordinate with IP, Transmission, Change Management, MS Team for Network operational issues.
* Endowed with good Communication skills and Interpersonal skills.

# TECHNICAL SKILLS

* **Telecom Skills**: 2G/3G RAN/BSS/MSC/NETACT.
* **NSN RAN/BSS**: Nokia Flexi BSC, Flexi BTS, BSC3i.
* **Huawei BSS/RAN**: Huawei BTS3 900, BTS3 900A, DBS3 900.
* **Operating System**: Linux, Windows 7.
* **Ticketing Tool**: VM Ware.

# PROFESSIONAL EXPERIENCE

Organisation : NOKIA NETWORKS

Job Profile : Fault Management Engineer

**Roles and Responsibilities:**

* Handles the Fault management, Fault Troubleshooting and Alarm monitoring of Nokia Flexi BSC, BTS, MSC and related other network elements and managing them in a logical and methodical manner..
* Manage a number of scheduled tasks for customers, designed to ensure that the customers systems remain operational.
* Troubleshooting of BSC & BTS site alarm at BSC/BTS end from remote location.
* Dealing with incoming faults in a professional, courteous manner over the phone and via email.
* Escalating issues to FLM engineers and FLM Technician.
* Managing faults through their entire lifecycle from the first point of contact through to resolution, proactively keeping the customer informed of progress.
* Try fixing the Critical fault remotely with the help of BO (Support TEAM), if not work order will be raised and tech will investigate under our guidance to clear the fault within agreed SLA.
* Handling calls from train drivers for SIM commissioning and SIM replacement. Commissioning or replacement will be done within **SLA (Service Level Agreement)** 30 minutes.

Previous Organisation : HCL Technologies

Designation : Service Desk Engineer

**Roles and Responsibilities:**

* Worked as Service Desk Engineer (SPOC) and support major public sector clients via emails, phone calls and skype.
* Co-ordination with NOC team for any planned activities or outages.
* Diagnosing and resolving problems to the Customer’s satisfaction.
* Co-ordinate with Helpdesk team for Data Centre entry access and troubleshooting acceptance.
* Co-ordinate with Change Management team for ORCA and Planned work approval.
* Logging tickets as per customer complaints and technician investigations.

# COURSES COMPLETED

**Cisco Certified Network Associate (CCNA)**

# TRAININGS:

* Nokia BTS, Huawei BTS, BSC commissioning, Transmission System in BSNL Training Academy.

# ACADEMIC CHRONICLE

* B-Tech Information Technology from Saveetha School of Engineering, Chennai, with CGPA – 6.7 in 2017.

# PERSONAL DETAILS

Date of Birth : 25th August 1995

Marital Status : Single

Nationality : Indian

Language Proficiency : English and Tamil