**Zoher **

Emailto: zoher-395655@gulfjobseeker.com

**Sub divisional engineer(telecom)**

Technically accomplished and experienced professional seeking growth oriented opportunity in Telecom/IT field.

**Profile**

* Rich Experience in Telecom Service Provider Area from last 17 years has accorded strong technical acquaintance in Telecom Processes like Switching, Transmission, LAN & Access Networks.
* Self motivated professional, recognized as a hands-on results oriented do-er who can rapidly identify problems, formulate tactical plans and operational procedures, initiate change and implement effective programs in challenging and diverse environments.
* A strong team leader-training, guiding and motivating team members.
* Work with counterparts with consensus building and negotiating approach through interpersonal skills and problem detection/ solving mindset.

**Employment**

**Sub Divisional Engineer (EWSD Switch/Broadband/IT, CDR & ERP project) | Feb 2010 till Date**

**Junior Telecom Officer (EWSD Switch/Leased Line) | Jan 2003 till Jan 2010**

##  Technical Achievements

1. Executed installation work of Access Network based 2K SDH-DLC(digital loop carrier of UTSTARCOM make) in ring configuration(4 RTs and 1 COT) and awarded for the same by General Manager Telecom, RATLAM.
2. Executed installation of Tellabs V-Mux.(80 port) for MLLN & MPLS services.

3. Executed installation work of 1K line WLL CorDECT (based on MC-TDMA technology, Midas make) at Jhabua district of M.P.

4. Executed rollout of CDR(Call Detail Record) Office automation SAP based project having CRM, Clarity, BI and other modules in coordination with vendors TCS and HCL for BSNL. The project was based on SQL and Oracle database.

5. Migrated P2.2 project DSLAMs to P3 multiplay network and hence upgraded the speed and provided common software platform for subscriber management of FTTH & multiplay broadband.

                     ***Key Responsibilities***
1. Installation, upgradation and configuration of new equipments like ZTE and Huawei make DSLAMs as and when required in coordination with multiplay broadband NOC.

2. SM ticket resolving of CDR-CRM(SAP backend) and clarity(through PL-SQL).
3. Maintenance of exchange records like no. of DELs working, revenue generated, future demand, personal files of subordinates and leave records etc.
4.Management of the staff of technicians, operators, wiremen, prepare MIS reports, analyze the percentage of faults on daily, weekly and monthly basis and submit report to higher authorities for further analysis.

5. To attend and rectify PCM and subscriber line fault related to DSLAMs, EWSD TAX and EWSD Local, RSU or Access network (DLC).

6. Ensuring Acceptance Testing of Projects/Installations after rollout/completion.

7. Maintaining IT network elements like routers, L3 switches and troubleshooting of network faults directly and through coordination with vendors since last 10 years.

8. Administration and maintenance of subscribers, Pvt. Operator POIs and interconnectivity of EWSD L2 TAX with L1 Taxes.

9. Liasoning with vendors like NSN, ZTE and Huawei for L3 level troubleshooting of equipments.

10. Implementation and roll out of ERP project

11. Leading the maintenance team for critical faults related to NIB(National Internet Backbone) Data Center network elements like Broadband Multiplay OCLAN and DSLAMs of ZTE & Huawei make alongwith EWSD exchange of NSN make since 6 years.

**Telecom Trainings and achievements.**

* Secured 76th position out of 3120 recruits in BSNL JTO recruitment exam 2002.
* Departmental Induction training of 10 weeks at Regional Telecom Training Centre, Jaipur in subjects like C-DOT 256 Switch, Access Networks, WLL(CDMA) and GSM technologies, underground cable and general management etc.
* On-job training of 3 weeks at Regional Telecom Training Centre, Jaipur in OFC and OFC systems in subjects covering SDH (synchronous digital hierarchy), PDH (plesiochronous digital hierarchy), Optical Fiber Cable and operation of NMS/OMC.
* On-job training of 6 weeks on Siemens-EWSD(Installation, Operation & Maintenance) at Advance Level Telecom Training Center, Ghaziabad.
* On-job training of 3 weeks at Pune for Data Center ticket resolving related to IT CDR project.
* **Cleared LDCE (for SDE-T) held in March2012 with 49th position out of 2521 qualified candidates, which enabled me to secure SDE seniority from 2006 onwards.**

***Co-Curricular activities:***

**Conducting technical training sessions on Access Network, Internet node, Broadband DSLAMs, NSN-EWSD-switch, CDR, MLLN.**

Having excursions with family and friends.

**IT/Computer Knowledge**: MS - Office, Networking, Overview of SAP-ABAP, SAP-CRM, PL SQL and Oracle.

**Academic Credentials**

Certifications: PRINCE2 Foundation and Practitioner 2019

MBA (Information Systems), Sikkim Manipal University 2012, score-82.8%

Bachelor of Engineering (Electronics), Shri Vaishnav Instt. Of Tech. & Science, Indore (RGTU), 2001, score- 70.5%

HSC, St. Joseph Convent (CBSE), Ratlam, 1997, score-76.2%

SSC, St. Joseph Convent (CBSE), Ratlam, 1995, score-83.2% (School topper)

**Personal Vitae**

Date of Birth: July 22, 1979

Marital Status - Married

Passport Availability: Yes

Languages Known: English, Hindi and Gujarati

References: Available on request

**(ZOHER)**

**Sub Divisional Engineer**

**BSNL**