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| DSC03813  **SHAILESH**  [shailesh.379438@2freemail.com](mailto: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/CIT  Z:\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  1991-1998  Kanazia Digital Systems (P.) Ltd. as Senior Executive  1998-2018 |

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| 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 |