*****Banisad***

🖃*banisad.381948@2freemail.com*

***OVERVIEW***

*Accomplished Telecom IT Engineer & Team Leader with* ***13 years*** *exceptional track record. Innovative & technically adept team player with proven problem solving skills and analytical thinking. Superb Leadership & management along with excellent interpersonal communication, ability to adapt & evolve.*

***CORE COMPETENCIES***

*Telecommunication Systems● Network Operations● Provisioning ● Trouble Tickets ● Internetwork ISP ● Customer Operations ● Fixed &Mobile Activation ● Order Management ● Network IT tools●Remote Support ● Testing ●Leadership ●Team management ● Process Improvement ● Staff training ● KPI’s● Escalations●Marketing ● Product Upselling ● Client Education ● After Sales Support● Quality Audit*

***ACHIEVEMENTS & AWARDS***

*First integrated Voice & Data Activation & Troubleshooting du EITC 2010*

*TOP Performeraward du EITC NOC-CSA 2011-2012*

*Quality value award du Telecoms 2014*

*Leadership award Wipro Limited du project 2016*

***PROFESSIONAL CAREER***

***Wipro Limited du Telecoms Project, Dubai******Jun 2017 - Jun 2018***

***Lead Engineer, NOC Consumer***

* *Ensuring Technical training of networking tools and applications on different platforms such as Cisco, Ericsson, Calix, Huawei, Alcatel Nokia, Packet Front, Zhone, Infoblox, AAA, GPON*
* *Fast tracking Resolution of front office escalations, especially social media and TRA complaints*
* *Upselling Broadband plans, IPTV channel packages & Wireless routers increasing revenue*
* *Revolutionized troubleshooting procedures & simplified escalation reducing AHT as much as 50%*

***XAD Technologies du Telecoms Project, Dubai Oct 2015 - May 2017***

***Shift Leader, Service Assurance***

* *Supervision of telecom engineers for fixed consumer service assurance onshore & offshore*
* *Maintaining service level agreement & trouble tickets are attended and closed on timely manner*
* *Monitoring Key Performance Indicators, agent coaching & report, upholding quality work*

***Dicetek LLC du EITC project, Dubai Mar 2008 - Sep 2015***

***Network Engineer, Fixed Activation & Assurance***

* *Remote support & trouble shooting of triple play services such as Broadband, IPTV & IP phones*
* *Provisioning of network services to fixed consumer segment, CPE Lab testing*
* *Handset & SIM activation order management for Enterprise clients*
* *Voice migration from Marconi to Nortel Genband soft switch platforms, Trunk Lines*
* *Network alarm monitoring. VoIP MGCP & SIP. DHCP & DNS – PPPoE & IPoE*

***TELUS International Microsoft Windows, Philippines Mar 2007 - Dec 2007***

***Technical Support Engineer***

* *Operating system support, PC safety & Security, Virus Malware removal for Canada & USA clients*

***Portal Innovations Corporation, Philippines Jan 2006 -Feb 2007***

***Marketing Instructor & Dealer***

* *Conducting marketing strategy classes to incoming business partner associates*
* *Selling mobile prepaid solutions all carriers empowering dealers & retailers to grow their business*

***Philippine Long Distance Telecoms Company****,* ***Philippines*** ***May 2003 - Dec 2003***

***Network Operations and Decisions Support***

* *Analog line routing, testing and provisioning. Line suspension/deletion and resumption*

***ACADEMIC QUALIFICATION***

***B.S. Computer Engineer Major in Telecommunications***

*AMA Computer University, Makati, Philippines*