

Mr. Prithviraj P. Chaudhari

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Summary:

Working as a specialist Engineer in VOIP network configuring and troubleshooting (Operations). Well known with all stages of the development cycle of Enterprise Voice services. Well-versed in VOIP, TDM technologies. SIP certified associate, as well as MS-Teams & Linux certified with Strong background in Network Operations Center.

Skill Highlights:

- Operations Center
- Strong decision maker
- Complex problem solver
- Quick Learner
- Analytical person
- Innovative
- Service-focused
- Project management

Technical Skills:

- Operating Systems: - Windows, Linux.
- Telecommunication: - VOIP, SIP, TDM.
- VOIP Equipment's: - Sonus Soft Switch, Ribbon SBC, GENBAND SBC, Route Server, VOS-5000, Telephony Servers.
- Ticketing Tools: - Service now (SNOW), REGP (remedy), Freshdesk.
- Good understanding of DevOps & Cloud Computing and it's tools i.e CI/CD , GitHub , Docker , Container , Jenkins , , Ansible , Nagios & DevOps process.
- Having good understanding of cisco hosted collaboration solutions contact center service (cisco HCS).
- Having good understanding of unified contact center enterprise (UCCE).
- Having good understanding of Cisco unified Intelligence Center (CUIC).
- Good understanding of contact center compressive call flow with all the required Components as below.
CUBE, VVB, IVR Subsystem, Call server, CVP Server, CVP reporting server, ICM / Cisco unified CCE (i.e Router& Logger), PG, Admin and datacenter (HDS & DDS), Finesse & Reporting user.

Experience: (Total Experience: 8 Years)

❖ **BT e-Serv (India) Pvt. Ltd. (British Telecom), Bangalore.**

Delivery, Operations & Support Specialist – March-2022 to till date.

- Responsible for Voice related services troubleshooting as well as managing shift and 1st level escalation manager.
- Handling Voice related issues for contact center services Inbound (ITFS, UIFN, DDI, PSTN, E911, CUG/short digits dialing), outbound (GSIP, PSTN forwarding).
- Taking regular health checks for all GENBAND SBC's and taking appropriate actions if anything abnormal found.
- Taking ownership and handling all schedule calls with internal external stakeholders, management & Tech teams for troubleshooting, planning discussion for existing service and process improvements.
- Managing trouble tickets queue with timely assignment, taking care of major incidents and outages.
- Working as 1st level escalation manager, trying to fix escalated cases with all possible efforts by mitigation and permanent fix.
- For core platform / equipment related issues coordinating with respective internal teams to get resolution from vendor.

❖ **TATA Communications Ltd, Pune.**

Assistant Manager in Enterprise Voice UCC (Unified Communications & Collaboration) Nov-2020 To March-2022

Sr. Voice NOC Engineer, April-2016 to May-2019

- Working as Service Assurance L2 engineer, investigate issues raised by Microsoft and partner model customers for their all inbound and outbound services voice traffic.
- Providing L2 support to all enterprise customers (raised by SOC) of Tata communication LTD for different VoIP Telephony services.
- Migrated prime enterprise customers over MS-TEAMS platform voice routing towards MSDR, migrated customer termination number sites (gateways).
- Providing technical support for domestic, international & CUG voice calling for enterprise customers.
- Joining Live troubleshooting bridge calls which be involved of international client and suppliers to investigate faults in live environment by capturing real time media & signaling traces to figure out exact root cause and applying mitigation resolution on call to fix customer issue.
- Troubleshooting and resolving various issue reported by customers related to VoIP calling such as call failure, FAS, Echo, Dead Air / blank call, High PDD, Distortion, Noise, Congestion, Looping problem, low ASR, low ACD, Low NER, Low MOS, Call Drop, DTMF, One Way audio, calls not maturing, voice quality issues, call routing, CLI.
- Implementing the changes based on change request from customer with minimal down time and completing the same in provided downtime without any impact.
- Based on the investigation coordinating with Concern Internal Transmission, Switching team, ITAC Team as well as outside Carrier Team for permanent resolution.
- Interacting with different stakeholders and follow the escalation matrix to provide faster resolution for the issues reported by the customers.
- Handle the escalations from the customers as well as cross-functional team and take it to closure of the issue with permanent resolution.
- Providing RCA (root cause analysis) report for the escalated issues also providing solution design documents to customers in case of any change in the network.
- Hands-on over Sonus switches, Route Server, RTDAS (CDR), LCR-GTM (performance), REPC (VAS services), DSI, Telchemy (for traces and alarms), Spearline (VAS testing and alarms), NDAS (Utilization), Agilent (TDM), Wireshark.
- Taking necessary actions on fraud traffic and work accordingly with origination partner and internal teams.
- Inbound (DID/ITFS/UIFN/ICR & IVR) Service:
 1. Assignment and configuration of translation number for communication between two switches for inbound numbers.
 2. Assignment and configuration of DNIS number for communication between switch and Customer PABX or Dialer.
 3. Troubleshooting of DID/ITFS/UIFN.
 4. Migrations and BCP's for Enterprise customers inbound services.

❖ **Vodafone shared Services Ltd., Pune.**

As position of Assistant Manager in IVC Team May-2019 To Nov-2020

- Providing L2 support for all kind of complaints raised by customers related to VOIP services.
- Handling major Enterprise services customers dedicatedly for all kind of quality and connectivity related issues for VOIP traffic.
- Live troubleshooting sessions with customers to dig-down the issue and fix on call with all possible changes in internal network and routing carriers.
- Timely checking all interconnects session Agents and working on it if any session Agent goes down or out of service or any flap between IP paths.
- Timely checking media packets and losses over every pop and SBC endpoints for all interconnects to keep interconnects with good QoS.
- Actively handling major outages situations and solving the faults quickly with help of all stakeholders by making changes in internal network.
- Taking initiative for weekly / monthly calls with major customer's commercial counterparts & technical team for performance of service and solutions review.

- Hands on with tools i.e Altran, Telarix, Netcool, IntelliSight, QMS equipment's for daily troubleshooting.

❖ **Sheng Li Telecom Pvt. Ltd., Pune.**
VOIP NOC Engineer since *March-2015 to April-2016*

- Testing the VOIP routes.
- Setting up the routes, configuring new clients / vendors account and gateway in switch.
- Managing rate-tables of carriers & customers and loading in the switch for countries across the globe.
- Real time monitoring and maintenance.
- Monitoring & Managing the ACD, ASR and congestion of all the customer and carrier in network.
- Troubleshooting of all quality & connectivity issues associated with wholesale and retail voice traffic.
- Producing network incident/Alarm monitoring and periodic reports.
- Managing customers' expectation and perception for voice traffic KPI stats.
- LCR (least cost routing) management, manage least cost routing and routes for traffic.
- Opening a Trouble Ticket on faulty carrier for any faults and continually follows up until resolution.
- Accurate & timely creation, updating and completion of all TroubleTickets.

Education

| Board/ University | Course | Passing class | Year of Passing |
|-------------------|--|---------------|-----------------|
| NMU, Jalgaon | B.E Electronics and Telecommunications | First Class | 2015 |

Achievements

- Received 4 times recognition awards from higher management in BT. One for Prime customer major long pending issue isolation and resolution and rest of for the similar different extra mile works.
- In TATA Communication, based on Appreciation from business head, VP & higher managements I had received multiple awards i. e **Bravo, Xtra Mile, Blue Ribbon & Smile** (Happy to say, I was the 1st person who get Smile award in my team).

Certifications

- SSCA (Certification ID: 1547630413735-26052)
- Linux Command Line (Certification ID: ID AUe8bOOS0FNfqgqBtvvp8sIQ2db8)
- Microsoft 365 Teams Administrator (MS-700) (Cortication ID: AeTb0Q--MzOh-wGNpWmcxXwYnRM9)
- Pursuing course in DevOps course.

Date: / / 2023
 Place: Bangalore

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