**Anil B. Togare**

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**SYNOPSIS**

Product Support Engineer and Sr. Technical Executive: work experience 3.8 years.

**HCL Technologies Ltd Senior Product Support Engineer November 2018- Present**

* 1.5 year of experience on customer service profile in AMDOCS.
* Working with different Amdocs applications like CRM, SDP, PST, VADA, BBNMS, G2, OVALS, Edge.
* Interact with customer to resolve queries
* Provide services to the customer as per requirement like TN allocation, Internet speed, IP TV, Dish TV.

**Infosys LimitedSenior Technical Process ExecutiveJune2016 – November 2018**

* 2.3 years of diverse experience in Information Technology with Infosys on International order Management System, WFM, CRM and Troubleshooting.
* Good knowledge of Citrix based Order management tools like Maxim, CNS- DI, AMCO, Westcon portal.
* Well acquainted with the Order management system, and IP Provisioning, and OSI System.
* Good Knowledge of provisioning tools like RASS, SDNM, Flex Cab, Start, and RASS Extra.
* Extensively proficient in functional flow of order management and work force management.
* Knowledge on different types of ordering L1 ordering and L2 ordering.
* Excellent knowledge of modification and cancellation and new product ordering.
* Extensive Knowledge of Networking and Telecomm technology.
* Good Knowledge of Reporting and provide confirmation letter to client and managing client calls.
* Proficient in handling customer expectations and delivery demands.
* Possess good communication skills, self-motivated, pro-active, task oriented with the ability to grasp new technologies.

**Project Title**: IP Provisioning.

**Project Name**: Telstra

**Tools**–Maxim, CNS-DI, Tempo, RASS and SDNM, Westcon AMCO, Amdocs, Next G Robot tool.

**Project Abstract**: Telstra wants to generate and modify the different telecom product that can be consumed and customized by medium sized businesses located in single country and globally. It has two versions: Professional and Enterprise.

**Responsibilities**:

* Participate in business and system requirements sessions with business team, and understand the flow.
* Identifying the order management system on requirements and executing them via practically.
* Involved in client meeting.
* Interacted with client to resolve technical issues and investigate the software faults and high priorities network issues troubleshooting.
* Participated in release meetings for maintenance and development projects ensuring all platform requirements are met.
* Scheduling the parked task activities of Design and execution phases.
* Coordinating the provisioning team and work force management.

## Previous Teaching work experience:

3 years of Experience in Vishwabharti Mahavidyalaya, Nanded as a Lecturer.

**Programming Technologies** : C, C++, Java, Networking

**Web Technologies** : Microsoft Dot Net (VB, C#) and Java

**Theory subjects** : Operating Systems, Computer Networks, Database Management System, Data Structures and Algorithm Analysis, Discrete Mathematical Structures & Graph Theory.

**ACADEMIC**

* **MCA** with 69.00% from SRT University in 2012.
* **B.Sc. Computer Science** with 66.66%from SRT University in 2009.
* **HSC** with 46.50% from Maharashtra State Board Laturin 2006.
* **SSC** with 55.20% from Maharashtra State Board Latur in 2004.

## Personal Details:

**DATE OF BIRTH** : 24/09/1988

**NATIONALITY** : Indian

**GENDER** : Male

**MARITAL STATUS** : Unmarried

**HOBBIES :** Playing Cricket and Listening Music

**PRESENT ADDRESS** : Asha Niwas, Navnath colony, near Abne hospital Hadapsar Pune-411028

**PRESENT ADDRESS :** Anil Niwas, Pawan Nagar, Malegaon Road, Nanded-431605