**Ankit Babu Jain**

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Contact No: +91-9716336688



**CAREER OBJECTIVE:**

To take up a challenging assignment in a reputed organization, this expects a high level performance and commitment from its members, where I can benchmark my skills for an accelerated career growth.

**KEY STRENGTH:**

* I can handle under duress situation that require utmost level of patience thriving on my creativity and proficiency in the languages.
* The Responsibility towards my organization, society and to the art creating are unfailingly etched as sacred principles on my mission to “Make and wake” the masses. I shall leave no stone upturned to make my mission a success.

**WORK EXPERIENCE:**

* **Dishtv India Ltd. :** Worked as a Sr. Dialer engineer from Apr-2012 to Oct-2016.
* **Wipro Ltd. :** Working as Sr. Voice engineer from Nov-2016 to till date.

**Job Responsiblities :**

**ASPECT:**

* Telephony and PRI monitoring and configuration.
* DNIS configuration and mapping with different resources configured for call distribution.
* M3 IVR script designing and development and it’s traversal report configuration.
* RTR canvas designing and implementation.
* IB Call routing and OB dialing through external database.
* OB dial filter configuration based on dialer disposition.
* Report customization from Database as per business requirement.
* AQM monitoring and report configuration.
* Experience to handle single site with 13 centers including in-house system in pan India running with license of 2500 user login.

**CISCO:**

* Report configuration in CUIC manager.
* IVR script designing in ICM and Call Studio.
* CUCM, Nice and UCCE admin application handling.
* Report and profile creation in Nice.
* Dial peer configuration on routers.
* OB dialing through LCM, defining call strategy, dial login etc.

**PROFESSIONAL & ACADEMIC QUALIFICATIONS:**

* I have done B.C.A. from **Institute Of Technology and Management, Gwalior (M.P)** affiliated to Jiwaji University MP.

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| **Course** | **Institute** | **University/Board** | **Percentage** |
| BCA | Institute of Technology and Management, Gwalior (M.P) | Jiwaji University (MP) | 78.00 %(Year-2010) |
| Intermediate | Saraswati Vidya Mandir Etah (UP). | CBSE Board | 70.00 %(Year-2007) |
| High School | Saraswati Vidya Mandir Etah (UP). | CBSE Board | 70.06 %(Year-2005) |

**TECHNICAL SKILLS:**

* Area of interest : IVR, RTR, Database, Telephony.
* Dialer : Aspect, CISCO
* Computer Languages : C, C++, Java.
* Software Packages : MS Office.

**ACHIEVEMENTS:**

* Got “Employee of the Month” award 5 times to design and enhance DIY IVR & Intelligent IVR for current organization.
* Certified in C, C++ and Java training from HP with A+ grade.
* Awarded for second position in academics in university.

**STRENGTHS:**

* Optimistic Approach
* Confidence and Team work

**PERSONAL DETAILS**

Name : Ankit Babu Jain

Father's Name : Mr. Praveen Kumar Jain

Date of Birth : 3rd March, 1989

Gender : Male
Mailing Address : 6/184 sec-2 Rajender nagar Sahibabad Ghaziabad (UP)

Languages Known : English and Hindi.

I hereby declare that all the particulars mentioned above and information regarding my curriculum vitae is true to the best of my knowledge.

**Ankit Babu Jain**

Date:-

Place:-