

RESUME



Name: Kundan Kumar

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Objective

To benefit my organization through hard work, dedication & to benefit myself by attaining significant knowledge & position so as to enjoy my professional & personal life & taste success at an early age.

Career Path

Almuqet System, New Delhi NOC – VoIP	Sep' 2019- Till now
Signatel Solutions LLC, New Delhi NOC - VoIP	Apr' 2018- July' 2019
Progressive Telecom LLC, Ahmedabad NOC – VoIP	Jan' 2017- March' 2018

Job Responsibilities

- Analyzing the SIP logs, CDR, ASR and ACD for assessing issues/queries of customers.
- A-Z route optimization by analyzing routes of different vendors and picking best route with performance metrics.
- Troubleshooting the voice network related complaints (VoIP), and providing operational support to customers.
- Actively involved as SPOC for Asia region partners.
- Plan and optimize the routing during Festival/ Freeze period to handle heavy Traffic.

Project handled

Fraud & FAS Prevention

Responsibilities:

- Analyzing customer complaint & statistic with conformance to Progressive Telecom FAS & Fraud policy, and working with Sales team to disconnect the repeat FAS/ Fraud offending suppliers.
- Analyzing report & statistics, if any alert generated for suspicious traffic and alerting those customers.

Educational Qualification

- **B.A. (English)** – L S College, Muzaffarpur in 2016 with ~ 64%
- **Diploma in Computer Science** – SAASTA University, Thanjavur in 2010 with ~68%
- **10th** – Bihar state Board, Muzaffarpur in 2007 with ~ 59%

Courses attended

- **CCNA** – Routing & Switching (Oct – Dec 2016) .
- **Foreign Language course** – Japanese (May 2015 -Sept 2016)

Personal Information

- **Date of Birth/Age:** June23, 1992
- **Marital Status:** Single
- **Languages Known:** English,Hindi, Japanese & Tamil
- **Nationality:** Indian

Date-

New Delhi

Kundan Kumar