

T BRAHMAJEE RAO**☎ : 9000007378****✉ : brahmajee.rao@gmail.com**

Knowledgeable Telecom Operations Manager proficient in Customer Sales/ Service / Technical (Electrical/Communication) Support/ Project Management with an organization of repute, Network and system installation and maintenance work. Applies knowledge of telecommunications operations to satisfy client requirements. Focused on maintaining technical equipment to ensure optimal operations.

Professional Summary:

Over 19 years (2000 to 2019) of experience in Project Management, Solution Designing, Technical Support, Operations Management and Customer Relationship Management in the Telecom industry. Experience in delivering solutions pertaining to high-end EPABX, Call Center Solutions and Voice Messaging Systems. Deft at conceptualizing and efficiently executing key projects for delivering the required applications & solutions in a very systematic way.

Other key skills include:

- Strategy Planning & Budgeting
- Technical, Executive Leadership, Marketing & Management.
- Process Enhancements
- Status Reporting/ Documentation
- Network Configuration & Maintenance
- People Management
- Inventory management
- Facility management.

Proactive in ascertaining quality of deliverables by strictly adhering to the quality processes & standards. Abilities in leading teams for developing business continuity plans, procedures and service standards for business excellence. Proficiency in installation, configuration, maintenance & administration of Telecom Networks and troubleshooting major technical issues including performing timely at the most. Expertise in designing processes & undertaking process improvement measures for attaining dramatic improvements, cost efficiency & other external strategic demands.

Professional Experience:

- BIGHUB SOLUTIONS PRIVATE LIMITED as Sr. Solutions Consultant for Telangana, From Jan'19 to Sept,19.
- AXIS ELITE INDUSTRIES (INDIA) LLP as Director for Andhra Pradesh and Telangana, From Oct'17 to Dec'18.
- AXIS COMMUNICATION SERVICES as DGM for Andhra Pradesh From Oct'16 –Sept'17
- BPL TELECOM PRIVATE LIMITED as Branch Manager for Andhra Pradesh and Telangana, From March'14 to Aug'16.
- BPL TELECOM PRIVATE LIMITED, as Deputy Branch Manager for Andhra Pradesh Form April'12 to Feb'14.
- BPL TELECOM PRIVATE LIMITED, Hyderabad as Territory Manager Customer Support and Project Manager from April'10 to March'12.
- BPL TELECOM PRIVATE LIMITED, Hyderabad as Sr. Customer Support Engineer from July'07 to Mar'10.
- BPL TELECOM PRIVATE LIMITED, Vijayawada (up to June'2004) and Visakhapatnam as Field Engineer from April'02 to June'07
- ADVANCE TELECOM SERVICES, Vijayawada as Resident Engineer from April'2000-April'02.

Highlights:

- Actively involved in formulating need based companywide policies on Telecom ,Electrical & awareness mailers
- Guided a team of technicians regarding routine operations of IP PBXs like Alcatel OXE & OXO, Tadiran Coral IPX Series, Flexicom Series, Coral Soft Switch BPL EPABX INDX 150/250,2K
- Delivered solutions for all VOIP & PBXs related problems
- Effectively handled customer base which included big institutes including South Central Railways Projects
- Conceptualized & contributed innovative ways like awareness mailers, running a user satisfaction survey, speaking to end user directly & taking Senior Leadership feedback occasionally for attaining customer satisfaction rate of 4.5 on a scale of 5.
- Diligently maintained 99% uptime of all communication channels;
 - Uptime of PBX, convincing vendor to keep critical control cards onsite.
 - Automatic failover of lines and ensuring scheduled backups
- Installation and commissioning of 125A DG Set and Maintenance
- Excavation of Trenching (As per spec), laying and terminations of Telephone and Networking cables (CAT 6, PVC, ARMOURED, JELLY FILLED CABLES).
- Laying of OFC cable, Terminations (Splicing) and Testing (OTDR).
- Installations, Configuration of networking switches (MUX, ROUTERS, SOFT SWITCHES, FXS&FXO GATEWAYS...).
- Installation and commissioning of all Security systems (CCTV, Bio Matrix, PA system, Fire Alarm).
- Installation of Audio & Video Conference.
- Installation and Commissioning of FCBC (Float cum Boost Charger) along with battery backup.
- Facility manager (Electrical, Networking, Communication, CCTV, Bio-Matrix) at Naval Dockyard

Major Accomplishment:

- Handling overall operations at service setups & secondary channels; implementing competent strategies for boosting business with a view to penetrate new accounts and expand existing ones for meeting pre-determined business objectives and targets
- Overseeing business planning for assessment of revenue potential in business opportunities
- Streamlining the service systems and developing new systems & training for enhancing efficiency
- Conducting internal process audits, driving quality improvement projects and ensuring a high-quality customer experience, while adhering to the SLAs; managing customer centric operations and providing first line customer support by answering queries & resolving their issues within minimum TAT.
- Capturing and assessing customers' feedback, from all regions, evaluating areas of improvements & providing critical feedback to the associates on improvements and achieving higher customer satisfaction matrices
- Leading team members for maintaining excellence in the service operations; implementing performance management process including objective setting, development planning and quarterly/annual performance review
- Technical support to the Marketing Team, Product Development, R&D and Production in the development of new products.

Technical Skills:

- IP Telephony
- Routers,MUX,Soft switches,servers,gateways.
- TDM / PCM Technologies
- IP & Network Topology Concepts
- Remote Troubleshooting
- VOIP Telephony, IP Trunking (both SIP & H.323)

- ACD & Call Center Applications
- Configuration of External & Integrated Voice Messaging Systems
- Configuring PBX with existing LAN / WAN Environment
- Q-signaling (Digital Networking)
- E & M Signalling (Analog Networking)
- DECT Wireless Communication
- Security Systems(CCTV, Bio- Matrix, Video& Conferences, PA system, Fire Alarmetc)
- FCBC Power Systems (DC 48V/100 A N+1)
- 3 –Phase Electrical Panel Boards(ELECTRICAL DISTRIBUTION FROM DG SET TO DISTRIBUTION PANEL)
- 125 A /3-Phase DG Sets (Maintenance)

Projects Executed:

- Commissioning and networking of 25 ISDN/IP EPABX at different locations of South Central Railway as a project manager.
- Installation and IP Networking of ISDN & VoIP exchanges at different locations of TSNPDCL(Northern Power Distribution Company Ltd)
- Participated as Project Manager for the Installation of Tadiran CSS (Sea soft Switch) with 600 users at South Central Railway and integrating the same with 15 IP Exchanges using VoIP Networking at multiple locations.
- Execution of Supply & commissioning of IP EPABX system along with plant networking at HNPCL (Hinduja Natural Power Corporation Limited),Visakhapatnam as project manager.
- Excavation of cable trench and Laying /Terminations of Optical Fiber/Telephone/Electrical cables(28 km) at South Central Railways, Hinduja Power Plant Visakhapatnam.
- Execution of Supply & Commissioning of FCBC (48 V/100A)system along with 12 hours Battery backup at Naval Dockyard , Visakhapatnam as maintenance manager
- Maintenance of Electrical Panel boards along with KOEL DG set (100-200A) at Naval Dockyard, Visakhapatnam as a manager.
- Maintenance of Electrical, Communication and Security system at Naval Dockyard, Air force station Hakimpet Secunderabad as Facility Manager.

Educational Qualification:

- Diploma in Electrical and Electronics Engineering from State Board of Technical Education and Training, 1997
- Board of Intermediate Education , 1993
- SSC from Board of Secondary School Education 1991

Personal Details:

Name	:	T Brahmajee Rao
Date of Birth	:	15 th April, 1976
Gender	:	Male
Nationality	:	Indian
Marital Status	:	Married
Address	:	MAHA DEV Towers, Flat -906, Pillar No.200, PVNR, Express Highway,Upperpally, RJNR, Hyderabad - 500048, TS.