Prathiba V

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**CAREER OBJECTIVE:**

**With my enthusiasm and high interests to learn new things, I am seeking an opportunity in Telecom & Network phase where I could best utilize my previously gained experience to become a successful project management professional.**

**SUMMERY OF EXPERIENCE:**

* A telecom professional having 3+ years of experience in project management, service delivery management(SDM), System configuration & installation of Avaya VOIP products.
* Experience in project management to deliver Avaya call center projects to the customer.
* Have worked on project management tools and database to tracking the work order.
* Experience in Avaya ticketing tools & order management tools.
* Experience in Avaya, IP office license activation & installation.
* Knowledge of network routing protocols including VLAN, OSPF & EIGRP.
* Enterprise in technical domain in IP, SDH, LAN/WAN.
* Proficiency in MS-Office like MS Excel, MS Word, MS PowerPoint & Outlook.

**Professional Profile:**

* Currently working as an “Engineer - Professional services” in VIS Networks Pvt Ltd. with 4+ yrs of Professional experience.
* Proactive, forward thinking individual with high energy, motivating personality.
* Outstanding leadership abilities; Able to coordinate and direct all phases of project-based efforts while managing, motivating, and leading project team initiatives.
* Unique competency in translating business issues into network solutions including opportunity identification, requirements development, delivery, support, and analysis.
* Enthusiastic learner who quickly grasps new concepts and technical skills, excellent communicator and good listener.

PROFESSIONAL EXPERIENCE:-

**VIS Networks Pvt Ltd, Bangalore since May 2016 to Present**

**Projects Team- Engineer – Professional services**

**Job Responsibilities**

* Processing New projects (PO’s) that comes from client. Determining the work flow & steps. Creating detailed database & communicating clear information about projects to other departments & global team in different zones.
* Supporting the execution activities involved in the projects like License generation and installation activity through Remote.
* Coordinating between the sales team, internal technical team, Logistics team.
* Handling the reports such as installation trackers, scheduled service activity reports.
* Provide continuous support with project managers regarding the ongoing projects. Take calls as needed.
* Doing continuous follow-up with logistics & providing the delivery status to project managers for the project kick off.
* Tracking tasks assigned to the project team and preparing regular status reports.
* Managing dead on Arrival/Miss Shipments/Short Shipment.
* Helping with the standardized process for Installation report systems and documenting the day to day activities and acceptance criteria.
* Understands the basic networking standards and best practices and applies it in the network
* Involving in the activation & installation of License for the Avaya products Like CM, Messaging, call center, AES, CMS, AVP & SBC Licenses.
* Creating & sharing the signoff documents for the project closure. Responds quickly to all the queries via telephone, email & chat. Updating current status of each projects in project tracker.
* Generating daily & weekly based project status reports for all OEM based projects.
* Working with accounts team for the project billing and sharing the billing report to management on weekly basis.
* Working on forecast report generation of the projects to be billed and tracking till the closure & highlighting the issues to the management team.
* Tracking with accounts team for the invoice status for the completed projects & also working with Finance team to get the payment status.
* Creating TOMA request for the customer to place orders in Oracle partner store for Hardware & software.

**Projects done**

* HGS CM & Elite License installation.
* Tech M – Worked on activating CMS R19 upgrade license & CM 8 upgrade license
* Phonepe – worked on activating CM8 upgrade & additional licenses.
* Mcafee – Worked on activating Additional licenses.
* RRD – Additional License installation.
* IBM – CM, SBC & Elite License installation.
* Sigma – Worked on License upgrade
* Omega – worked on the license generation
* Mphasis – worked on the Additional license generation
* BIAL – worked on Additional license generation
* Tata Sky – worked on Scopia license generation
* Makino – Worked on IPOffice license generation
* Crimson – worked on IPOffice license generation
* CSS corp – Worked on the activation of CMS R19 License.
* GE india – Worked on activating the CM8 upgrade license.
* Delloite – LSP & MG deployment.
* FIS – CM6 installation & configuration
* IBM – Registering the SIP phones and installing the one x communicator for 100 users.
* CM6.x & 7 installation in VIS lab system.

**ICCI bank, Bangalore Aug 2015 to April 2016**

**Credit card sales Team- Senior Associate**

* Coordinating with team for daily updates.
* Collecting and verifying credit card documents.
* Doing continuous follow-up with customer for documentation.
* Fixing appointments with customers & sending resource to collect it.
* Making outbound calls regarding credit card sales.

**TECHNICAL Trainings:-**

* **Completed Cisco basic switching and routing class (CCNA- R&S).**
* **Completed Training on Avaya CM & gateway implementation & configuration.**

EDUCATIONAL QUALIFICATION

Bachelor of Engineering (CSE)  Pallavan college of Engineering (Anna University)  2015  **79%**

Higher Secondary  Govt Girls Hr Sec School  2011  **79.08%**

10th Matriculation  Suraj Matric Hr Sec School  2009  **70.80%**

**Personal Information:**

Date of Birth: 24th March 1994

Father Name: Venkatesan

Nationality: Indian

Marital Status: Married

Languages Known: English, Tamil & Telugu.

**DECLARATION:**

I hereby declare that all the information furnished above is true to the best of my knowledge.

**YOURS FAITHFULLY**

V.PRATHIBA.