RAKESH KUMAR .R

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Summary

An enthusiastic professional with **10+years' experience** aspiring to establish a career in a growth oriented organization to utilize acquired skills and knowledge in achieving organizational goals, while attaining personal and professional growth; provide an opportunity for enhancing learning graph and career advancement

Technical Qualification

- ❑ **ITIL FOUNDATION CERTIFICATE** in IT SERVICE MANAGEMENT(GR671085124RR)
- ❑ **PMP**-PROJECT MANAGEMENT PROFESSIONAL(PMI ID: 2795138)
- ❑ **Scrum Fundamentals Certified(SFC)** –Training in SCRUM Study institute -(761266)
- ❑ **CCNA** -CISCO CERTIFIED NETWORK ASSOCIATE-(CSCO11394064)
- ❑ **GPON** FOR MULTI SERVICE ACCESS TRAINING IN ETISALAT ACADEMY

Skill

- ❑ **Project Coordination**
- ❑ **Telecom & ISP Service Delivery**
- ❑ **Incident, Problem and Change Management.**
- ❑ **Stakeholder Engagement & Satisfaction Management**
- ❑ **Multiple Vendor Management**
- ❑ **Network Monitoring & Support**
- ❑ **Team &People Management**

Work Experience

- ❑ **Organization** : **Innovation Group, UAE**
  - **Job Title** : **Associative Engineer /Technical Manager**
  - **Duration** : **From Aug 2015- Sep 2019**
  - **Client** : **Etisalat, UAE**
  - **Roles** : **IPTV-Development and Operation**

Responsibilities:
- ▫ Manage and support of a team responsible for providing end to end services of IPTV POP sites.
- ▫ Proactively manage and monitor execution of deliverables and status in an effective manner
- ▫ Take steps to proactively mitigate project risk as defined/required in project plan.
- ▫ Ensure that internal and external project resources with appropriate skill sets are provided
- ▫ Incident Management: Manage compliance to SLAs, expedite resolution of support issues
- ▫ Problem Management: Coordinate with internal teams for RCA and permanent solution to recurring issues.

- Change Management: Identification of scope deviations, costing and management of changes, enhancements, customizations and service requests from customers.
- Establish continuous process improvement cycles where the process performance, activities, roles and responsibilities, policies, procedures and supporting technology is reviewed and enhanced where applicable
- Develop project goals that support business objectives as well as executing to plan to meet these goals
- Dividing projects into work packages(task level) for better handling of the request
- Conducting periodic service quality measurements, analysis and support for Trouble shooting and Diagnosis of E-hospitality/IPTV service and problems as and when it arises.
- Leading a Team of Business Services Field Management for Business sectors as well as high value customers
- Work allocation and encouraging the Field coordinators and Field Staffs to complete tasks and ensure the KPI achievement with in the SLA level.
- Updating Team Daily Activity and Productivity to the management on Daily, Weekly and Monthly basis
- Manage relationships with all suppliers and subcontractors, Monitor their progress and adherence to the contract

❑ **Organization** : **National Stock Exchange Infotech Services LTD**
  Job Title : **Executive Engineer**
  Duration : **From Jan 2012 – Aug 2015**
  Client : **National Stock Exchange Ltd, India**
  Roles : **System Support**

Responsibilities:

BCP-DR/RO-Support- NSE is having a Disaster Recovery site at Chennai

- Manage and support of a team responsible Link feasibility check, Loop testing and commissioning process related to POP sites
- Responsible for communicating with the Incident Process Owner
- Responsible for the effective implementation of the process "Incident Management" and carries out the respective reporting procedure.
- Monitor the incidents to ensure that the Service Level Agreement are respected
- Ensure the closure of all resolved and end-user confirmed Incident record
- Prepare meeting minutes, dashboards, presentations, project reports and cascade it to respective Stakeholders.
- Creating Schedule for Monthly PM sites & following up with field staff to complete PM as per Schedule.
- Analyze audit reports, generate reports, and forward to superiors for review
- Managing the network with advanced NMS tools like –Manage Engine, Event log, NNMI & Epsilon
- Handling all passive works and providing immediate support on major incidents and analyze the root case.
- Ensuring the network with minimum risks by periodic checkups of all devices
- Installation and Maintenance of Core devices (6509,6513 switches & 7609, 7613 routers)
- CISCO IP Phone Configuration like Call Hunting, Call pickup, Group adding, new line, DID configuration in Call Manager system and Configuration of rules in VOIP Router and implementation.
- All Network Design considering the DC&DR Plan
- Office automation support by IBM End point management tool and Application support of trading software like NEAT and NOW

❑ **Organization**	:	**Star Services, UAE**
Job Title	:	**Network Planning and Maintenance Technician.**
Duration	:	**From Aug 2008 – To Sep 2011**
Client	:	**Etisalat, UAE**
Roles	:	**GPON-Data Maintenance.**

Responsibilities:

▫ Technical guidance to staff, resource planning coordination within & other section staff, Motivation and control projects & target quality and management objective achievement, Negotiation with Govt. utility department, consultants & contractors regarding
▫ CPE Installation & Configuration like ONT (Optical Network Terminal).
▫ Facilitates Fiber & ODF ports allocation to Provide Service, Cease & Modify an existing service.
▫ Configuration of Splitter card in GPON Network and creation of Patching for GPON Migration
▫ Online technical support to field staff (GPON) services migration teams to commission the services as to maintain a high level of end user satisfaction
▫ Building Inspection for new GPON system Requirements and Cable and Civil Survey for New Project
▫ Entry box and Manhole Updating on OSP (Outside Plant) For GIS.
▫ Service Order Clearance and waiter's Request Clearance for R&R.
▫ Duct Space Record Maintenance and Configuration of Splitter card in GPON Network

Academic Record

❑ **MBA (Technology management)** in Anna University Distance Education (2013 -2015)

❑ **BE in (EEE**) from Anna University (T.N), S.I.T Collage (2002-2006)

❑ **HSC** from Leo Matriculation Hr.Sec.School (2001-2002)

Personal Details

Date of Birth	: 9th September 1984
Languages known	: English (R/W/S), Tamil (R/W/S).
Residence Address	: No 6, VENKATASWARA NAGAR, FIRST STREET, THIRUMULLAIVOYAL, CHENNAI (TAMIL NADU) INDIA | PIN CODE – 600 062.

Signature:

Date: