*JAGDISH KUMAR*

***CARRER OBJECTIVES***

+91-9555945235

Jagdishkumar281287@gmail.com

I aim to achieve my goals and also work for achieving organizational goals. My aim is to utilize my knowledge for the mutual growth of all, my organization, my team and myself.

***PROFESSIONAL EXPERIENCE***

* *Having a total experience of 8 years in Telecom in IN operation.*
* *5 Year experience with Aircel LTD. from 01 May 2014 to 16 Aug 2019 as a Corporate Employee (Senior Executive) in the IN Operations.*
* *2 years experience with Wipro InfoTech as a Project Engineer on the Telcordia – Aircel project.*

***PROFESSIONAL CARRER***

***AIRCEL LTD***

PROJECT – AIRCEL IN (TSG-NETWORK)

***ROLES AND RESPONSIBILTY:-***

* + *Working on Telcordia charging System with major stress on the core nodes of IN like SPACE, DRS, DWS, MOC, CPL, SS7 FEPs, DIAMETER FEPs and telcordia Rater tool.*
	+ *Working on Ericsson charging System with major stress on the core nodes of IN like AIR, ECMS, SDP and NGVS.*
	+ *Analyzed the traces related to mobile originating calls, SMS, content based charging.*
	+ *Implementation of upgrades and hot patches on production systems.*
	+ *Voucher database maintenance, Voucher generation, loading and Deletion*
	+ *Performing Backups, Tape Movement and Maintenance of all Telcordia Servers*
	+ *Working on infrastructure issues(IBM and SUN servers, storage and Cyclone FEPs)*
	+ *Responsible for technical audits*
	+ *Fault management and interaction with Tier2 team for resolutions, raising internal change or incident tickets and follow ups*

*SHILPIN CONSULTING PVT. LTD.*

Job Description

* + *24/7 support for HUAWEI INTELLIGENT NETWORK (MTS Client).*
	+ *Prepare IN Specific /Customer requested Reports*

*WIPRO INFOTECH*

Job Description

* + *24/7 support for TELCORDIA INTELLIGENT NETWORK (Aircel Client).*
	+ *Telcordia Intelligent Network includes various nodes like SPACE server, DRS server, DWS server, MOC server, CPL, SS7 FEPs, DIAMETERFEPs.*
	+ *Level 1 & 2 Support for IN platform operation and service administration.*
	+ *Prepare IN Specific Customer requested Reports*
	+ *Performance monitoring, configuration management and fault management via MOC server.*
	+ *Performing Activities like diameter reboot, FEP Reboot, Server Reboot, FEP configuration etc.*
	+ *Vouchers management (Including Pin generation & voucher loading).*
	+ *Resolving day to day customer technical complaints that include Wrong charging issue, Balance crediting/debiting, Short code translation (configuration/charging definition), Subscriber Number provisioning/deletion, Subscriber Profile update (PRP update, FNF update, Balance & Usage Bucket update, Language change, FM bit update, Package Update, Various Dates update in subscriber's account, Community Updates).*
	+ *Accessing various Telcordia server Database to fetch multiple details like Subscriber Call Records (CDRs) from Data ware House.*
	+ *Handling Interactive Voice Response (IVR) - OKEFORD designed by Telesoft Technologies.*
	+ *Handling various USSD services including Interactive USSD, Post call Notifications. Working on RATER which is a tariff tool of TELCORDIA for designing products for Aircel & activating them whenever necessary to launch new tariff.*

***TECHNICAL SKILLS***

* *Hands on experience of UNIX LINUX and MYSQL.*
* *Operating Systems: Windows XP, 7; Windows Server2003.*

# EDUCATION

* *Diploma in Electronics and Communication Engg. From I.A.S.E. University (RAJASTHAN) in 2009.*
* *10th from C.B.S.E. in2004*

# PERSONAL DETAILS

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| --- | --- |
| ***Passport No.*** | *K9816783* |
| ***Father’s Name*** | *Devi Singh* |
| ***Date Of Birth*** | *28th Dec,1987* |
| ***Marital Status*** | *Married* |
| ***Nationality*** | *Indian* |
| ***Languages Known*** | *English, Hindi* |
| ***Present Address*** | *H-No-851, GALI-NO-11, A-BLOCK, MEET NAGAR,**Delhi – 110094* |

***Declaration***

*I hereby declare that all the statements made above by me are complete and correct to best of my Knowledge and belief.*