

**2+ Years of Experience Information
Technology || Telecom/Healthcare
Domain**

Pooja S. Chavan OMKAR, Sankalp
Nagar, Bhadgaon Road, Gadhinglaj, Tal:
Gadhinglaj, Dist: Kolhapur - 416502 **Mob:**
+91-9421975958 / 7057703987 Email:
chavanpooja819@gmail.com

Career Objective

To work in an exacting environment and to be known for depth of knowledge, quality, hard work, timeliness of service, honoring the commitments, provide innovative IT solutions and enable organization to engage their business processes with Information Technology.

Computer Skills / Tools

Operating Systems: Windows 2012/2016/XP, MS-DOS, Linux Languages: C, MATLAB, Xilinx ISE, Keil µVision, Proteus, Arduino 1.0.5-r2, Orcad Office Automation: MS Office 2013 (Excel, Word, Power Point)

Total Work Experience – 2.10 Years

[**Rayden Design Studio Pvt Ltd, Pune Aug 2019**](#)

Job role: Technical Support Engineer

Key Responsibility Handled:

- Supporting the sales manager and marketing team in all aspects of their work.
- Handling Sales phone calls and e-mails.
- Communicating with clients in professional manner.
- Building an understanding of customer and client requirement.
- Using social media and blogging for marketing purpose.
- Attending webinars for marketing events and on-going with learning process for presentations.
- Maintaining the marketing database for clients and contacts.

Key Attributes:

- Responding pro-actively to new opportunities and challenges.
- Ability to plan, organise and work to deadlines.
- A strong team player who can work alone with minimum supervision.

[**TATA Communications Ltd, Pune Jan 2017**](#)

Client: TELUS

Job profile: Order management

Key Responsibility Handled:

- Project implementation for Canadian telecom client.
- Designing, implementing and providing operational support in areas of complex Networking environment
- Supporting project manager in implementing network infrastructure.
- Handling services of all types of bandwidth such as DS0, DS1, DS3, OC3, OC1, ADSL, Fibre (1.5 Meg to 100 Gig), Ethernet.
- Analyzing the order request received from the client in SFDC (SalesForce.com) based on the parameters such as the service type, corresponding bandwidth framing and signaling, location, CRDD etc. to ensure it is

a neat order.

- Working on tickets opened for network issues.
- Assist customer in identifying and resolving cabling or power issues.
- Perform troubleshooting on router to resolve those issues.
- Configure the customer end router as per his requirement.
- Assign ticket to the last mile team and take proper follow up with them or escalate the Issue if required.
- If last mile is off net then raise ticket with them and take follow up till resolution.
- Arrange field technician and take follow up with them and perform troubleshooting.
- Maintain communication with customer throughout the issue gets resolve.

Client: - TELUS - Worked As Access Facilities Designer

- Basic Troubleshooting and provide resolutions.
- Composing and designing of networks using various tools, building and restricting networks.
- Answer incoming calls professionally, reply to inquiries, resolve complaints and provide information along with maintaining the database records.
- Releasing networks on RFS notification.

Client: - TELUS - Worked As Incident Manager

- Receives any request through Remedy via tickets or receives calls directly by customers.
- Listening and analysing the incident.
- Proactively working on queries, resolving errors and doing quality analysis.
- Immediately reply within SLAs with accuracy and close the incident.

SOFTWARE TOOLS:

WorkFlowTool, SIMS, SFDC, CTOOL, SRT, ECOPS, FOX, TRACE, MBS, TNS, BOXER, OSG, SMA, SRM, SOECS, SAP, FMS, SPATIALNET, MYWORLD, SSP, CV, REMEDY, Q LEGACY, Q COMPASS

ACHIEVEMENTS and RECOGNITION

Received reward from client for team focus, leadership, initiatives taken, team building and process alignment.

Fujikura Automotive India Pvt. Ltd, Pune Mar 2016 to Jan 2017

Providing classroom and on job training.

Qualification

2016 B.E. (Electronics & Telecommunication)

SETI, Panhala, Shivaji University
Kolhapur **Score: 74.00%** Distinction

2012 H.S.C.

Maharashtra State
Board Score: **82.17%**

2010 S.S.C.

Maharashtra State
Board Score: **94.00%**

Vocational Activities

- “EMBEDEX” workshop on embedded systems organized by Square Robotics
- Workshop on “Mobile Antennas: Fundamentals Design, Fabrication & Testing” organized by Department of Electronics & Telecommunications Rajarambapu Institute of Technology.
- Workshop on “Robotics”, “ROBOAVR” organized by Electronics & Telecommunications Department, SETI, Panhala.

Projects Undertaken

Solar Tracking System to increase the efficiency of Solar Panels.

Wireless Staircase Climbing Robot with adaptive morphing system

Paper Published: “Wireless Staircase Climbing Robot with Adaptive Morphing System” paper in International Research Journal of Engineering and Technology (IRJET), e-ISSN: 2395 -0056, p-ISSN: 2395-0072, Issue 02, 2016 Feb

Extra-Curricular Activities

- Volunteer and participated at social activity “PAINT MY SCHOOL”, 2017
- Participated in the social event “PANI PANCHAYAT” & DAY OF GIVING 2018.
- Organized various events at Tata Communications.
- Participated and volunteered in Blood Donation Camp.

Personal Information

- Date of Birth: 18th May 1995
- Marital Status: Single
- Gender: Female
- Nationality: Indian
- Hobby: Cooking, playing badminton
- Languages known: English, Hindi and Marathi.
- Passport: Z4250646 || Expiry Date: 29th May 2027
- Mobile: +91-7057703987
- Email: chavanpooja819@gmail.com

Strengths

- Positive attitude towards work, Proactive, Self-Starter.
- Bridging people network, equipped with excellent Soft skill and Team building techniques.
- I respect Integrity and Sincerity.
- Excellent Knowledge Delivering ability and Documentation.
- Known for Negotiation and Convincing power.

Declaration

The above information, to the best of my knowledge, is correct and true. No attempts have been made to falsify details.

Pooja S. Chavan