Anwesha Bhowmick

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**Career Summary**

* 5+ years of professional experience as a Telecom/ Network & System Support Engineer in Voice & integration & support
* Provide support to partners from Telecom side and to our team as the part of the process by delivering solutions and consulting on technical aspects of the opportunities
* Proficiency in team handling and ticket allocation of Network as per requirement of the Client
* Having experience Installation, configuration, integration, testing, monitoring & troubleshooting of Cisco Unified communications
* Work on tools -Sevone, Infoblox, HP Service Now, HP Service Manager, Putty, Citrix, Asset Management, Webex, Aruba Activate, Aruba central, Aruba Airwave, Cisco, SAM, Entrust, Altiris, Active Directory, Zscaler, Versa
* Preparation / Review of Various Report, Monthly progress Report, Specification of new & existing client’s, Network Capacity Report, System Backup & Monitoring Report, Trouble ticket (Customer Complain) Report
* Monitoring System’s health, Call Traffic
* Good interaction ability with Client, Vendor & Customer and focused on Client-Customer satisfaction, delivery on time
* Strong leadership abilities, excellent Team Player, good synthesis and reporting capacity and Pro-active attitude. Problem solver, able and confident to work with minimum supervision, on multiple tasks
* Proficient in the use of MS Excel, MS Word, MS PowerPoint, Outlook etc.
* Excellent communication skills, both verbal and written
* Experienced in leading a team of 15 engineers
* Currently associated with project where I am responsible for IP assignment for quest server and med plus domain

**TRAININGS RECEIVED**

* ITIL Foundation.
* Risk Management &Compliance
* Team Leaders’ Readiness Program.
* People Management Workshop.
* CCNA Trained

**Work Experience**

**Wipro Technologies (November 2017– Present)**

**Designation – Offshore Leader**

**Job Description:**

* Involved in Monitoring and Supporting the Application/servers
* Provide Tier 2 & Tier 3 support on demand, generate the KPIs, install monitoring alerts to be routed
* Installation and Administration of alerts on the servers with the help of remote login
* Ensuring resolution of issues within the defined SLA
* Requirement gathering, checking feasibility/compatibility of proposed new versions of existing components
* Tools Using –  Sevone, Infoblox, HP Service Now, HP Service Manager, Putty, Citrix, Asset Management, Webex, Aruba Activate, Aruba central, Aruba Airwave, Cisco, SAM, Entrust, Altiris, Active Directory, Zscaler, Versa
* Designed, Installed and configured all aspects of Cisco Unified communications
* Worked in Performance Management, routing, testing and Fault Management (Customer Support)
* Troubleshoot call routing issues using debugs and traces to identify and correct issues
* Provided help to client on troubleshooting Routers, Switches and Cisco VoIP products
* Prepare / manage shifts on 24x7 basis
* Preparing progress report
* Assist the Field Engineer/Installer providing required technical support in installation and configuration of Cisco Routers, Switches and Video Conferencing Endpoints during the deployment phase and perform User Acceptance Test for the Telepresence Endpoints

**WIPRO Limited**

**Designation: Subject Matter Expert (SME)**

**Job Description:**

* Providing advanced system level support for UK Based Telecom Provider (British Telecom)
* Providing On - Job - Training (OJT) sessions to new production agents on floor
* Handling Level 2 Technical / Supervisory Escalation Calls
* Outlier management & BQ management for Level 1 associates
* Correct fault diagnostics without any leakage in system and fraud detection
* Delivering expected standards of Client KPI
* Managing a group of 15- 20 Executives and Sr. Executives in a Chat based process
* Responsible for identifying training needs (TNI), Planning and coordination programs for the teams
* Attending to Client Escalations & Handling Supervisor calls
* Quality management by auditing/monitoring transactions and providing appropriate feedback/coaching
* Evaluate and appraise the performance of the associates and conduct weekly reviews as per the Operational Guidelines

**WIPRO Limited**

**Designation: Associate**

**Job Description:**

* Providing Support to UK based clients regarding technical troubleshooting & customer care for **British Teleco**

**Achievements**

* Received a number of Appreciations from Organization.
* Front Line Manager Certified
* Continuously achieving V-SAT & NPS score for Chat Program
* SLA being consistently met for all Chat and Email Processes
* Awarded the top performer certificate for performing consistently on both qualitative & the quantitative parameters as laid down at the process level

**Critical Skills Acquired**

* IPv4 Subnetting, Implementation and Troubleshooting
* ACLs, NAT and QoS
* IPv6 Subnetting, Implementation and Troubleshooting
* VLAN Configuration and Troubleshooting
* Implementation of Routing Protocols
* Networking Fundamentals
* Spanning Tree Protocol
* WAN Configuration and Troubleshooting

**Academics**

* Associate of Science, Botony, Zoology Chemistry 2012-2015
* High School Diploma from Rahara Institution for Girls Kolkata

**Personal profile**

I possess an analytical bent of mind and a logical approach to challenges. Good communication

& listening skills with an optimistic and upbeat attitude, I ensure quality and responsibility

in my steps and decisions.