RAHUL VERMA

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Seeking middle to senior level assignments in Process & Operation Management with leading organization of repute in Network/Telecom/IT sector.

Profile Summary

- A competent professional with nearly 14 years of experience in:-
  # Operation Management # AMC Operations
  # Process Management # System Integration
- An out of box thinker with proven track record of establishing processes, SOPs & streamlining workflow.
- Creating team work environment to enhance productivity innovatively.
- Excellent interpersonal skills with problem solving, logical thinking & analytical abilities.

Core Competencies

- Monitoring the overall functioning of processes, indentifying improvement areas & implementing adequate measures to maximize customer satisfaction level.
- Mapping clients requirements & coordinating with internal teams for developing & implementing processes in line with guidelines.
- Assessing customer feedback, evaluation areas of improvements & providing critical feedback to the associates on improvements & achieving higher customer satisfaction matrices.
- Knowledge of ITIL Framework.

Organisational Experience

- **Indus Care**
  Manager-Operations (Jul 17 – Till Date)
  - SPOC for Transition Phase:- Project Handover to Operations Support Team.
  - Responsible for working with Support Services Team for data gathering on transition and transformation of Projects.
  - Identify/define processes to be used for project execution, identify dependencies & interconnections of work packages and tasks.
  - Understand project scope and identify project deliverables.
  - Accountable for gap analysis, testing, verification and validation of the implemented technical solutions on transition and transformation projects.
  - Accountable for gap analysis, testing, verification and validation of Commercial (AMC) related information & documentation.
  - Collaborating with Project/Operations/Services Team for collecting/validating, providing AMC related inputs/info/Documents.
  - Update project schedule / milestones & progress in the required tool/template.
  - Monitor project progress and critical path as per plan and re-plan as required.

- **Mahindra Comviva Technologies**
  Lead Engineer (Oct 08 – Jul 17)
  - Leading L1 Network Operations Team. Accountable for monitoring various network elements (Servers, Routers, Switches, Firewalls, LBs).
  - Coordinating with L2+L3 Support for resolution of cases within specified SLAs.
  - Performs gap analysis, preparing and publishing dashboards/reports.
  - Co-ordinate with Delivery Program Management Team, Support (L2+L3) Teams & Implementation Teams for collecting/validating and signing off project handover to Operations & Support.
  - Collaborating with AMC Team for collecting/validating, providing AMC related inputs/info from Project Management.

- **Wipro InfoTech**
  System Integration Engineer (Dec 07- Sep 08)
  - Software & Hardware testing of Network elements (Routers & Switches).
  - Installation & configuration of Cisco Routers and Switches in Data Centers & Hub sites.
  - ***Network Protocols:*** TCP/IP, EIGRP, OSPF.
  - ***Technology*****:** ATM, IP, VLAN, LAN/WAN.
  - ***Projects:*** CRIS-Indian Railways, UTS Project & Huawei-MTNL project of IP TV.

- **Spectranet – ISP**
  GET (Oct 05 – Oct 06)
  - NOC operations
  - Responsible for monitoring, installation, configuration of network devices.
  - Operation and maintenance of Routers & Switches.
  - Installation & configuration of Cisco Routers and Switches in Hub sites & client premises.
  - ***Network Protocols:*** TCP/IP, RIP, EIGRP, OSPF.
  - ***Technology*****:** IP, ATM, Metro Ethernet, VLAN, VPN, LAN/WAN.

Skill Set

- **Operating System:** MS-Windows and Red Hat Linux.
- **Network/Telecom:** TCP/IP, VLAN, LAN/WAN, Routers, Switches, WLAN/WiFi.
- **Other Skills:** MS-Office, PMO, ITIL.

Academic Qualification

- P.G.Diploma in Wireless Technologies and Applications from Centre for Development of Advanced Computing (CDAC), Noida in July-2007.
- B.Tech (I.T.) from Punjabi University, Patiala (Punjab) in 2005.
- Intermediate in Non-Medical from CBSE.
- High School from CBSE.

Additional Qualification

- ITIL Foundation (ver 2011) in Jan-2015.

Industrial Training

- Minda Switch Division Gurgoan (Minda Group of Industries) from Jan 2005 to May 2005.
- **Project**: Publisher Invoice System.
- **Duration**: Four months.
- **Team Size**: 4
- **Plat Form**: VB 6.0, Oracle 9i.

Training Projects

- Device Driver for Serial Port – CDAC, Noida.
  Coding: C, Environment: Linux.
- Network Simulator – CDAC, Noida.
  Coding: C, Environment: Windows 2000.

Personal Details

- Father's Name:- Sh. Inder Pal.
- Mother,s Name:- Bimlesh.
- Date of Birth:- 20th August 1980.
- Martial Status:- Married.
- Nationality:- Indian.
- Language Known:- English, Hindi.
- Address:- H.No-2085, Sec-16,Vasundhra, Ghaziabad.

Date:

Place: **(Rahul Verma)**