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| About |

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My Name is **Sarvesh Trivedi** with over 7 years of experience in the telecommunication Domain. Hands-on experience with a wide variety of technologies. I have pursued my bachelor’s degree in Engineering in the field of Electronics and Communication. I want to work in a challenging environment that provides an opportunity to learn key technologies, be an effective team player, and an asset for the organization by delivering to the best of my capabilities.

# Skills

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| * Microwave Technologies
* Hand-on experiences in Huawei U2000, Ericsson, NEC, ZTE, NCE, SIAE
* Deals with the PW3 & VPLS, VLAN Services
* Programming skills: -Core Python
* RE- engineering Activity, VLAN, Mac Tracing
 | * Hand-on Experience in Ticketing Tool Like BMC, ITSM, OWS
* Alarm Rectification in TN & RTN Equipment’s
* Microsoft Excel, Words
* Node Health check
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# Experience

### **JUNE 2020 – Till NOw**

## Back-office Engineer / Ericsson India Global PVT. LTD

* Worked as a Back-office Transmission Engineer for Indosat Ooredoo Indonesia customer focused on Network fault resolution.
* Deals with the Multiple Tool like (U2000, Ericsson, NEC, ZTE, NCE, SIAE)
* Deals with the Packet Loss cases, Performance issues related cases
* Daily basis Node health check Like QOS, Utilization related cases
* Deals with the field engineer and resolve the ongoing issue.
* Analyzing the fault point & restoring the services as soon as possible.
* Deals With the NDO team & Resolving the Interference related issue in Network
* Perform the activity Like (IDU –ME Re-engineering, Modulation Upgraded, Frequency Testing, Ericsson Node Software upgradation, VLAN Shifting)
* Removing License related issue Like (Port Capacity, QOS, Modulation related)
* Removing the Unnecessary Node in NMS which already dismantle in the network.
* Deals with the outages co-ordination with the Incident management over the bridge.
* NMPOL Execution for new sites

### **NOV 2019 – May 2020**

## Network Design & Optimization Engineer (SNOC) / Evolve Technologies India Pvt. Ltd. Hyderabad

* Worked as a Transmission Engineer for Kerala India circle focused on Network fault resolution.
* Deals with the Multiple Tool like (Huawei, Ericsson & NEC)
* Responsible for the deletion of non- working services Alarms, Equipment Cards.
* Deals with the field engineer and resolve the ongoing issue.
* Analyzing the fault point & restoring the services as soon as possible.
* Alarm rectification

### **AUG 2018 – NOV 2019**

## Transmission Engineer (GNOC) / Manpower Technologies India Pvt. Ltd. Bangalore

* Worked on Transmission for South Africa Client (MTN) focused on Network fault resolution
* Analyzing and rectifying any technical problem in the Network through centralized NMS and

Restoration of the system equipment normal functional order with minimum traffic disruption.

* Arranging teams to install IDU, ODU, and MW antenna.
* Equipment’s handled: Huawei ATN, Huawei Microwave RTN, Alcatel-Lucent 5620 SAM
* Well Versed in ITIL methodologies in developing refined process models for delivery.
* Provide first-line investigation and diagnosis of all Incidents.
* Understand the impact of incidents on SLA targets, allowing prioritization and direction.
* Log all incident details, allocating categorization and prioritization.
* Communication with the Customer and Provides the latest Updates to them & Verifies solutions and closes the known errors.
* Maintain a complete database of the known issues to avoid their repetition in the future.
* BMC Remedy ticket Control System.
* Making temporary solutions (workarounds) available to incident management.
* Efficiently handling OWS Tool for updating Group, Cause, Fault Timings and Action was taken
* Follow up on E-Mails and Calls.

### **FEB 2016 – July 2018**

## Transmission Engineer (GNOC) / Altran Technologies Pvt. Ltd. Noida

* Worked as a Transmission for Bharti Airtel Africa focused on Network fault resolution
* Responsible to carry out the troubleshooting on Networks and Appliances
* Analyzing weekly/monthly outages reports, accordingly, plan Service improvement plan & get implement via change management process to avoid repeated outages due to the same incidents.
* Friendly presence and helpful attitude; good interpersonal skills and ability to work well with others.
* Ability to provide technical support over the phone, email and chat, good phone skills, professional demeanor, previous customer service experience strongly desired
* Ability to handle constantly changing the flow of traffic; remain productive during slow times, be able to multitask effectively during busy times, exercise patience and professionalism during stressful situations
* Raise Trouble Tickets & timely communication with field Engineers and higher levels.

# Education

### **JUNE 2009- June 2013**

## Bachelor of Technology, Electronics, and Communication Engineering / Bansal Institute Research Technology & Science College Bhopal

### Aggregate of 67.37

### **June 2008- June 2009**

## Board of Intermediate Education (10+2) / S.P.I Jhansi

### **June 2005- June 2006**

High School Certificate (10th) / Bhani Devi Goyal School, Jhansi