**RAVINDRA SINGH**



**About Me**





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August 26, 1994



4.3 Year Experience



Delhi, India



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An aspiring student of Science & Technology. Willing to pursue a career in Professional Engineering and seeking a position to utilize my skills in the industry that offers professional growth while being resourceful, innovative and flexible. Achievements include the steady academic record of high grades through school and undergraduate study.



**Career Objective**

**Looking** for a position with opportunity advancement in the **coordinator & management role**. I want to grant in the **challenging organization** although it contains a forward moving. Where my education and talent can be utilized & **explored**.



**Core Strength**

* **Project management** & solving **customer queries.**
* **Web development** & **app testing** Projects Coordination
* Analyzing **Various software** and **identify root cause**.
* **Log analysis** (Layer3 messages) on **Temps discovery software.**
* **Multi-vendor** schedules and resource plans.



**Work Experience**

**Versacom LP, United States**

**Project Coordinator June 2019 - Ongoing**

**Job Profile**

* **Leading** and **managing** all phases of projects from Initiation through to Closure.
* Developing detailed work plans, **project schedules** and **resource plans** in conjunction with project team members and the client. Facilitate team input to develop program work breakdown structure and schedule.
* Act as a single point of contact for all **project related issues** and escalations.
* **Actively manage** plans, dependencies, scope, risks, issues and quality, and deliver projects in line with agreed upon overall project commitments
* **Managing project scope(SOW & SRS)**,Investigating and making recommendations on issues that challenge scope boundaries
* Managing project risks. Tracking risks and actively **driving mitigation** strategies
* **Monitoring and reporting** on project traction and progress and, as necessary, coordinating the development, discussion and approval of corrective action and/or contingency plans
* **Creating project status reports**, highlighting critical issues for management and overall status of project
* Building and effectively managing **multidisciplinary project teams**
* **Managing stakeholder** relations to ensure that project delivery expectations are clearly defined and met. Build and maintain a reference-able customer relationship
* Driving and tracking change management work as **project deliverables** are rolled out
* Providing clear direction and **motivation** to project teams.
* Management of **CRM master data** including data integrity, cleansing, error correction and customer profiling and categorization.
* **Lead and facilitate** structured and regular meeting as necessary – including **Project Kick off Meetings**, Executive Steering Committee meetings and Project Status meetings.
* Develop and maintain all **project documentation** (Project plan and stats, Issue and Action Logs, Risk Management
* **Development** of the auto-testing **framework** based on **different software** with different technologies**.**
* **Research** and implement mapping tools with the goal of boosting **automation.**
* Responsible for **Customer Complaint** end to end Solution.



**Previous Employer**

**Linkquest telecom Private Ltd, Noida**

**Project Coordinator Mar 2018– June 2019**

**Job Profile**

* **Assisting** in the continuous evolution for best practices and coach/mentor members of the Implementation team
* I was involved in **multiple projects**, from the beginning of the project till the delivery of the project
* **Test case creation** by understanding the scope of the project
* Execution of test case along with ad-hoc testing.
* **Regression testing** and smoke testing of the entire sprint with respect to the tickets, resolved in the sprint.
* **Testing and retesting** of the tickets assigned in the sprint.
* Involved in the scrum meetings, and **coordination with clients** and developer at the same time.
* Responsible for **testing scenarios**, by automating scenarios based upon **modules**..
* **Client Handling** & ensuring **Project Deadlines.**
* Analysis of **Audit details** of each site on the **EAMS PORTOL** on a daily basis.
* Maintain **CRM documents** including survey tables & questionnaires
* Importing, cleaning, **transforming**, validating or modeling data with the purpose of understanding or making conclusions from the data for **decision making** purposes.
* Responsible for **Customer Complaint** end to end Solution.

**Phimetrics Technology Pvt Ltd, Noida**

**Graduate Engineer Trainee Aug 2016 - Mar 2018**

**Job Profile**

* Working as a **Graduate Engineer Trainee** for AIRTEL and JIO benchmarking project.
* **Maintaining and Monitoring** Project Plans with different functional testing and planning activities.
* **Research and implement** mapping tools with the goal of **boosting automation**.
* Importing, cleaning, **transforming**, validating or modeling data with the purpose of understanding or making conclusions from the data for **decision making** purposes.
* Detailed analysis of different cities benchmarking drive basis on coverage, accessibility, retain ability, **DCR**, **MOS** score and Data **(FTP/HTTP).**
* Detailed analysis of logs and preparing a report for different operators and giving scores and ranking to finalizing complete network **Audit report**.
* Detailed analysis of **Airtel BM Drive** done at different cities on the basis of major **KPI**.
* Detailed analysis of **RWA Airtel drives** & makes Report.
* Analysis of **Layer-3 Messages** for call drops and call block.
* Maintain **CRM documents** including survey tables & questionnaires
* Working on **Tems Discovery, MapInfo, Google Earth & Genex** for Optimizing and Analyzing Sites.
* Ability to handle **multiple priorities** and manage within deadlines.
* Good basic knowledge of **2G (GSM), 3G (WCDMA), LTE & VoLTE** Technology.
* Responsible for **Customer Complaint** end to end Solution.



**Tools Exposures**

* Trello
* Basecamp
* Toggl Plan
* TEMS Discovery
* Google Earth Pro.
* QGIS.
* Jupyter Notebook.



**Education**

**Bachelor, Technology**

Discipline : Electronics and communication engineering.

College : H.R.Institute of technology (HRIT).

University : Dr. A.P.J. Abdul Kalam technical university, Ghaziabad (UP)   
Batch : 2012 – 2016

**Higher Secondary Examination (12th)**

Council : Central board of Secondary Education.

School : A.c.c.s.bal.vidyalaya, Delhi-95.

Y.O.P : 2012

**Secondary Examination (10th)**

Council : Central board of Secondary Education.

School : A.c.c.s.bal.vidyalaya, Delhi-95.

Y.O.P : 2010



**Professional Skills**

* Ability to work independently as well as in a team
* Quick Learner, confident, punctual and hard worker
* Excellent time management and motivational skills
* Disciplined and sincere towards given task
* Willingness to adapt to new technologies

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**Personal Details**

* Father’s Name : Late Shiv charan singh
* Permanent Address : D-709 A, Indraprastha awasiya yojna, Ghaziabad (u.p)
* Citizenship : Indian
* Gender : Male
* Languages Known : English, Hindi & German.
* Passport No. : Z6084737

**Declaration**

I do hereby declare that the particulars of information and facts stated here in above are true, correct and complete to the best of my knowledge and belief.

**( Ravindra singh )**