

**NAVIDUT TAUHID Mobile: 9990640167**

***VODAFONE INDIA SERVICE PVT LTD.***

**Current Address**

N-30, Abul Fazal Enclave, Jamia Nagar, New Delhi – 110025

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**Professional Synopsis**

* Working as a Unified Communication Network Consultant with more than **14 years** of experience in Designing, Implementation and managing VoIP, Video, Networking; System Administration; Helpdesk Management, Technical Support and Project Execution. Experience in setting up and managing VoIP, wide area networks and administering network devices.
* Certified CCIE Written, CCVP, CIVND, Cisco Unified Contact Centre Express/Enterprise Specialist, Cisco Unity Connection Specialist, AWS Solution Architect, Azure Administrator, GCP Quest by Qwiklabs,
* Adept at mapping client’s requirements, custom designing solutions and troubleshooting for complex information VoIP network management.
* Rich experience on UC Products like CCM, UCCX and UCCE, ICM, CVP, Cisco Voice Gateways and Unity Connection etc.
* Worked on design and implementation for Cisco Telepresence Management Suites, VCS (Control and Expressway), Expressway C and Expressway E, MCUs, Cisco Video End Points, Polycom Endpoints.
* Design and Implement On-premise Microsoft Unified Communication based Solution, which includes Skype for Business/Lync Server, Enterprise Voice, Exchange Unified Messaging, Microsoft Exchange Server and Active Directory.
* Insightful knowledge in VMWare Virtualization.
* Excellent communication and interpersonal skills with proven abilities in resolving complex VoIP networking related issues.
* Strong communication, collaboration and team building skills with deftness in training and supporting end users as well as developing technical staff to achieve performance objectives.

**Areas of Expertise**

**Technical and Functional:**

- IT Infrastructure Planning and Execution

- Project Management - VoIP, Video, Networking

- Requirement Mapping - System Administration -Technology Management

- Quality and Compliance - Hardware/Software Evaluation - Technical Support

- Disaster Recovery Management - Data Management - Vendor Management

- Backup and Contingency Planning - Contingency Management

**Project Execution**

* Planning, scoping, activity sequencing / estimation, tracking and development of contingency plans to meet cost and time over-runs.
* Mapping client / business requirements and providing customized VoIP networking solutions, finalizing product / service specifications and selecting appropriate techniques.
* Interacting with team members and participating in periodic project progress review meetings to ensure that specified time and cost parameters are being met.

**Unified Communication Networking**

* **Planning, Development, Designing, Installing**, Configuring, Upgrading, Maintaining Cloud Infrastructure, VoIP/UC/Video Infrastructure, as per organizational requirements, governed by communication protocols.
* Managing overall administration of Maintaining Cloud Infrastructure, VoIP/UC/Videosystem involving design of network layouts, configuration and maintenance of application servers and databases.
* Troubleshooting all problems to ensure minimum downtime and maximum availability of VoIP infrastructure network.
* Installation of components - Call Manager, CVP, IP-IVR, ICM, Router, Logger, PG, ADWS, Cisco Unity express, Cisco Unity Connection
* **Cloud Components**: EC2, Auto Scaling, Auto Healing, Load Balancer, Storages like S3 Bucket, Glacier, Snowball, Snowmobile, Static Website hosting on s3, Storage Gateway, Route53 configuration, VPC and Subnet, Direct Connect, VPN on cloud, CloudFront, CloudTrail etc.
* Azure and GCP Virtual Machines, Images and Disks, Cloud storage, GCP Buckets, Azure Blobs and Azure files, Web sites, Web sites scaling, Azure virtual networks, Network ACLs and Network Security groups, Azure DIP, VIP and PIP, Point to Site, Azure Site to Site, Azure ExpressRoute, Azure CDN, Azure Backup, Azure Recovery Solutions, Azure AD tenants, Administering Active AD, AD connect, Azure SQL Database, Migration Methods, Traffic Manager.
* Worked with Vendors for different Solution
* Worked with OEM for Licensing.
* Configuration of Voice Gateways (H.323, MGCP, SIP, CUBE etc.)
* Good Hands on Experience on Cisco IPCC Express Premium Solution.
* Implementation experience of Cisco UCCE, ICM, CVP, PG, Router, Logger, ADWS etc.
* Implementation experience in Skype for Business 2015 Enterprise edition, with FrontEnd, Backend SQL, Edge, Mediation, Reverse Proxy server installation etc.
* Installation and Configuration of CUIC for reporting.
* CAD and Cisco Finesse setup for CTI, Configuring CAD Server and AW, Defining workflows, screen pops, Supervisors for monitoring.
* Providing Support to all the Agents using the Cisco CTI and CAD Applications.
* Effectively enabling, Partitioning and configuring Web View reporting tool.
* Update patches and backup of configuration and Database as a part of regular maintenance.
* Configuring CUCM/Call Managers in clusters across multiple locations, Publishers and Subscribers in Groups for load balancing.
* Setting up new sites with Regions, Device Pools, Partitions and Calling Search Space, Route Patterns, working with BAT.
* Accountable for configuration of the network and troubleshooting network related problems for different CISCO IP Phones 7960/65, 7940/45, 898X, 88XX, Cisco Jabber, Cisco IP Communicator, Analog End points, ATA – 188 etc.
* Setting new campaigns and reporting layouts.
* Generating Reports, uploading leads and working on voice files.
* Maintenance and Monitoring including CRM, Reporting, Gateway Configurator
* Coordinating with ISPs/Vendors like Verizon, Time Warner, AT&T, MCI/ Novatel, Xo etc for T1 lines and SIP trunks.
* Designing Backup strategy and ensuring scheduled / unscheduled backups as per the backup plan.
* Installing, configuring and maintaining Operating Systems, Servers, Application Software and Hardware.
* Strategies for Disaster Recovery Management, including planning and designing servers for backup and recovery of server / database information.

**Technical / Customer Support**

* Troubleshooting problems and meeting deadlines and TAT without compromising quality norms and adhering to SLA.
* Addressing and resolving problems pertaining to Performance Tuning, VoIP Network Administration, Application Conflicts and System Bugs.
* Extending high-end technical support on various Servers and ensuring high customer satisfaction levels through prompt redressal of their problems.
* Undertaking Disaster Recovery, Domain Management.

**Career Highlights**

**Vodafone India Services Pvt. Ltd.** July 02nd 2020– Till Date

Senior Manager

**Key Deliverables:**

**Operation Support:**

* Working on high-impact, UC escalation Incidents under critical situations, finding an effective and timely solutions
* Troubleshooting Customer’s Enterprise UC networks hosted in Vodafone data centers.
* Installation, configuration, Upgrade and maintenance of the Cisco Unified Call Manager and Unity systems, Cisco Unity Connection, voice gateways, Call-Manager express, Cisco Unity Express.
* Responsible for checking the call logs of all UC Servers, and networks device.
* Generating report & checking the status of servers & network devices.
* Delivering Technical training for internal team.

**HCL Technologies** July 21st, 2012 – June 29th 2020

Network Consultant

**Key Deliverables:**

**Solution Architecting**

* Designing optimal Solution for the customer requirements and techno-commercial proposal.
* Help Sales team understand the fitment between requirements captured and deliverables suggested in proposal, as per the client’s requirements, understanding the competition. Working jointly on cases that are deemed complex.
* Liaison with OEM’s to provide the optimized solution and for new product launches
* Prepare & deliver technical presentations that explain products or services to customers and prospective customers.

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|  | ***Pre-Sales & Architecture:***   * Develop pre-sales material, detailed project plans, work breakdown structures and Bill of Material (BoM). * Ability to develop Architecture Specification deliverables that map customer business requirements to Unified Communication solution. * Perform requirement gathering workshop sessions for Cloud Computing or Unified Communication. * Provide expert guidance to customers, driving solution architecture, and ensuring solution strategy is optimally aligned with business strategy. * Develop Proof of concepts for customer demos. * Collaborate with cross functional teams on creating multi-vendor solutions * Help the deployment team with solution implementation issues and address questions regarding implementations.   ***Consulting & Delivery:***   * Design and Implementation of Video Infrastructure – Cisco Telepresence Management Suites, VCS (Control and Expressway), Expressway C and Expressway E, MCUs, Cisco Video End Points, Polycom End Points * Extron amplifiers, XPS, audio calls, audio DSP’s such as BIAMP, Polycom sound structure. * Design & implement an On-premise Microsoft Unified Communication based Solution, which includes Skype for Business/Lync Server, Enterprise Voice, Exchange Unified Messaging, Microsoft Exchange Server and Active Directory * Design & implement a Skype for Business & Exchange Hybrid solution with O365. * Design & implement a O365 and Cloud PBX solution. * Design & integrate Skype for Business/Lync Server with Audio Codes SBA/SBC for Branch survivability and PSTN connectivity. * Design & integrate a Skype for Business/Lync Server with Polycom UC Solutions for End User Telephony. * Design and implement an Identity and Authentication technologies such as, Azure AD Connect, Multi Factor Authentication and Active Directory Federation Services. * Design and propose requirements for Skype for Business/Lync Server core infrastructure such as, Network, firewall, Hardware Load balancers, Reverse Proxy, DNS, Certificates and Directory Services. * Design and Implement Skype for Business/Lync Server Unified Messaging Capability with On Premise Exchange/O365. * Design and implement an Infrastructure as s Service Solution, which includes, Hyper-V, System Centre Products and Azure Cloud technologies. * Develop documentation for Delivery team, such Architecture, Build, Testing and Operation. |

**Management**

* Responsible for achieving Business Scorecard which includes SLA
* People Management- responsible for Recruitment, Training, Support, Development, Performance management with timely one on ones and Capability Development Plans.
* Create an environment oriented to trust, open communication, creative thinking, and cohesive team effort.
* Responsible for transitioning of the new clients under the same projects.
* I am responsible for managing the client site of Cisco Voice product & network which includes CUCM, Unity Connection, UCCX, Voice gateways, Cloud Management Network, Routers, switch & other network devices
* Implementing, Designing and framing policies & procedures for IT; planning and deploying.
* Manage Servers change request.
* Design and tailoring solution to various client and integrating with exciting infrastructure.
* HLD\LLD Design and end to end building, deployment, Testing and delivering it.
* Lead an elite team of technical specialist, track record of hiring top talent.
* Manage team members locally and in remote locations.
* Work closely with top customers and prospects, ensure their success with Cisco, Microsoft Azure, GCP and AWS.
* Show thought leadership in the industry through trainings and public speaking.

**CSC (DXC)** August 26th, 2010 till July 16th, 2012

**Senior Network Specialist**

**Key Deliverables:**

* Predominantly involved with the planning, controlling and monitoring, managing and directing the newly formed team to meet desired objectives.
* Building team effectiveness by promoting a spirit of cooperation between team members; monitoring performance & providing feedback on areas of improvement.
* People Management- responsible for Recruitment, Training, Support, Development, Performance management with timely one on ones and Capability Development Plans.
* Plan, develop and implement strategy for computing and infrastructure to meet agreed organizational performance plans within agreed budgets and timescales
* Client Interaction & managing the client site of Cisco Voice product which includes CUCM, Unity Connection, Cisco Meeting Place Server, Voice gateways etc.
* Monitor, measure, and report on computing and infrastructure issues, opportunities and development plans, and achievements within agreed formats and timescales
* Manage and develop third-party service agreements.
* Manage computing and infrastructure technical support.
* Develop systems for data backup and recovery policies.
* Apply a structured change management approach and methodology for the people side change caused by projects and change efforts.
* Develop a change management strategy based on a situational awareness of the details of the change and the groups being impacted by the change follow the ITIL processes.
* Support the execution of plans by employee-facing managers and business leaders.
* Provides a fully functional Change Management process resulting in customer satisfaction
* Identify resistance and performance gaps, and work to develop and implement corrective actions
* Maintains Continuous Process Improvement on a regular basis.

**Aricent Technologies.** 29 October 2007 till 23rd August 2010 **Network Specialist (Cisco TAC)**

**Key Deliverables:**

* Working on service requests, which require not just technical expertise but also the skills and experience to handle high-impact, critical customer situations.
* Troubleshooting Enterprise Voice networks as a TAC Support Engineer.
* Installation, configuration and maintenance of the Cisco Unified Call Manager and Unity systems, Cisco Unity Connection, voice gateways, Call manager express, Cisco Unity Express.
* Utilizing the Cisco Lab to its potential by recreating customer problems in a controlled environment to determine the cause of the problem.
* Finding an effective and timely solution to the problems in enterprise deployments.
* Understanding the inner workings of Skinny Client Control Protocol, H.323, MGCP and SIP.
* Supporting CAP Accounts by providing support for the Cisco CME and Auto Attendant applications.
* Frequent interaction with Development Engineers to provide circumvention solutions by modifying the code and base level configuration.
* Implementing Kepner-Trego techniques to analyze and troubleshoot complex network situations.
* Planning for server & network devices hardening process for IOS & firmware upgrade.
* Responsible for checking the logs of all Servers, backup and networks device in a week.
* Generating report & checking the status of servers & network devices.

**WIPRO BPO** 3rd April 2007 to 29 October 2007. **Resolution** **Expert/Technical Support Engineer**

**Key Deliverables:**

* Providing technical support to the global customers of Dell Laptops, Portable. Handling calls from all over the world mainly United States, United Kingdom, Canada, Australia, Singapore, Malaysia, Sweden, Germany etc.
* Configuring and troubleshooting the Windows XP performance related issues.,
* Installing Drivers for Network Cards, Printers, Scanners and other third-party tools and software.
* Configuring and troubleshooting customer laptop memory, motherboard, hard-disks, monitors, wired and wireless networks etc
* Configuring and troubleshooting their computers through the Remote Management.
* Repair and Return of end users devices.

**vCustomer** June 2006 to November 2006 **Technical Support Engineer**

**Key Deliverables:**

* Providing technical support to the global customers of Netgear. Handling calls from all over the world mainly United States, United Kingdom, Canada, Australia, Singapore, Malaysia, Sweden, Germany etc.
* Configuring and troubleshooting the Ethernet and wireless routers, Ethernet switches, hubs, Ethernet and wireless adaptors, access points.
* Configuring and troubleshooting customer’s LAN and their Wireless networks.
* Configuring and troubleshooting the router through the Remote Management.
* Working with different protocols like DHCP, DNS, FTP, SMTP, POP3, UDP etc.

**CAREER ACHIEVEMENTS**

* Have been to different client sites across the globe like USA, Canada, France and Portugal and implemented successful VoIP/Video/UC projects.
* Have remotely implemented many successful VoIP/Video/UC projects.
* Have done many successful transitions and transformations.
* Delivered successful trainings on CUCM, CUC and UCCX Scripting.
* Have setup new sites and got many appreciations from the client for successful transitions, and transformations.
* Have been involved in successful OJT (On Job Training) to a few batches.
* Demonstrated about the Cisco/Avaya Products to various internal/external clients in CSC.
* Made many Technical documents for the team.
* Have been very instrumental in Cisco cluster Migrations.

**EDUCATIONAL QUALIFICATION**

* M.B.A. in IT.
* B.E Computer Science from Jamia Millia Islamia.
* Diploma Computer Engineering from Jamia Millia Islamia.

**TECHNICAL CERTIFICATIONS**

* AWS Solution Architect - Associate and System Administration**.**
* Microsoft Azure Administrator – Associate
* GCP Qwiklab Quests
* CCIE Voice (Written) – Cisco Certified Internet Expert (Written).
* CCVP – Cisco Certified Voice Professional
* CIVND - Implementing Cisco Video Network Devices Certified
* Cisco Certified Unity Support Specialist.
* Cisco Certified Unified Contact Center Express (UCCX) Specialist
* Aspirant for CCIE Voice Lab (Attempted Once), CCNP DC, CCDP (Cisco Certified Design Professional).
* Trained on VCP

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**PERSONAL DETAILS**  
  
**Father's Name**: - Late Mr. Anwarut Tauheed  
**Sex**: - Male.  
**Marital Status**: - Married.  
**Religion**: - Islam.

**Passport**: - Valid Passport

**Visa: - Active B1-Visa for the USA valid until 2024 and Canada valid until 2026.**

**STRENGTH**

A self-starter with strong professional approach, I possess strong analytical and interpersonal skills and easily blend with other team members for better productivity. I am always ready to accept challenges laid in front of me. Have strong commitment to work, ability to enjoy aggressive project schedules and good team working temperament.

I lead with exemplary professional, managerial, communication and analytical skills and have strong leadership qualities. Having excellent oral and written communication skills, I have been included in many interactive sessions and training programs across different levels.

Innovative on reducing cycle time and errors on activities. Believes in automation of non-value-added works and work towards implementation of alternative methods.

Self-motivated to achieve more than resting on current accolades. Prophases and implements a positive outlook/attitude.

The above information provided is true and complete to the best of my knowledge.  
Promising Co-operation always and hope for the same in return.

**Navidut Tauhid**