



# Mohammed Tasavar

Network Engineer

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## Profile

Tasavar is an exceptional learner and innovator with overall 8 years' experience into Multi industrial domain.

Started as Customer Support-Technical for Thermofisher product Bioinformatics Software.

Then with Flipkart's Gift card team Technical and customer support management.

Now with Spirent's as Technical support For Key accounts like Cisco, Juniper, Nokia, Altran, NEC, Arris, Ruckus, Colt on L2-L3 and L4-L7 support.

## Executive Summary:

Tasavar is an exceptional learner and innovator with overall 8 years' experience into Multi industrial domain.

He works for Spirent that develops innovative test solutions for the engineers working within the communications industry that allow them to evaluate the performance of the latest technologies, infrastructure and applications to be deployed worldwide.

Spirent also provide tools for service technicians and field test engineers to improve network quality and make troubleshooting of live networks efficient and effective.

As a Network testing engineer, Technology and Advancement of Telecommunication is a pure passion that brought Tasavar to Spirent platform. Always on a mission to accomplish the organization goals and achieve is success mantra here. At present on his mission to pursue CCNP-R&S with Advanced Python automation.

## My expertise:

Networking | Hardware | Testing | Routing and switching | Security | Networking Technical Support | Field Support |

Protocols: L2-L3 and L4-L7 | TCP | HTTP | SSL | SIP | DNS | Radius | DHCP | CIFS | VLAN | Switching | BGP | ICMP | ARP

Automation: Basics of Python | Macros | Reporting | Logs failure | Automation Setup |

Management: B2B | Key Accounts | Team management and Training | 3 R's (Replacements, Repair, Revenue by Trade-in's) | Customs and Customer Escalations | Quality | Resources planning | Quotes and Demo | Up Selling | Logistics.

Operating Systems: Windows, Linux with Virtualization software (VMware, Nutanix, KVM/QEMU)

Testing Tools: Spirent, Avalanche, Cyber flood and Wireshark.

# WORK EXPERIENCE

*Network Testing Engineer, Spirent Communication India Pvt. Ltd. Bangalore India.*

Dec 2016– Present

Testing and analyzing L4-L7 protocol ( HTTP ,SSL , SMTP , FTP , POP3,SIP, RTSP , HTTP ABR ,DHCP , DNS , 802.1x ) through STC, Avalanche and Cyberflood Tool for Performance Test , Mix Traffic Throughput testing ,Scalability Testing , Cybersecurity Assessment ( Attacks , Malware ,DDOS )

Involved in testing and Benchmarking of below DUTs using Spirent traffic Generator (Cisco WSA ( Web security Appliance ) , Cisco ESA (Email security Appliance ) , Cisco Firepower , Cisco WAAS, Cisco ASR 9K, Macfee950 , Gigamon Smart , Sophos, Packet Broker , Quikheal DUT , Colt SD-WAN .NGFW( Forcepoint, Fortinet ,Palo Alto)

Worked also as part of the Spirent's Presales team on the need basis to tailor Spirent product presentations and Technical demo of Spirent Application Security Solutions Also Prepared training document with step by step process for the clients and RFP & Scope of work for the various Customer as per there requirement.

My responsibilities extended with Spirent Certified Performance Expert using Spirent Test center to provide advanced internet testing for upcoming technologies.

Key responsibilities are:

1. Frontline Management: Pre-Sales and Post Sales activities, Day to Day operations, License management, RMA and Logistics, Multi-vendor to Multi factory operations.
2. Adhering to strict TAT on customs clearance and documentation, Prepaid and postpaid shipments. Training and Presentations. Team management and Reporting.

Tools: E1 JDE, Sales force, Licensing applications, Support website management, KYC and Knowledgebase, Webex and Zoom video conferencing.

Technical:

1. Technical issues and troubleshooting's, Avalanche and Cyberflood application
2. Demo and Permanent license management.
3. Demo licenses to revenue orders conversion.
4. Protocol level support with respect to knowledge base.
5. Application setup, Installation, Upgrade, Downgrade, New lab Setup.
6. Configurations and training certification's and Avalanche certification.
7. Shutdown operations management and retain RMA's

# *Assistant Manager, Flipkart Internet Pvt Ltd, Bangalore, India*

## **2014 May – August 2016**

### Technical support:

1. Gift cards redemption failures solution.
2. Escalation and case creation with multiple stake holders like Accounts, Finance, Development and Vendors like Qwiksilver.
3. Customer training and redemption SOP's for bulk and large-scale redemptions.
4. Escrow escalations and monitoring of gift cards security database.
5. Managing gift card application Flipkart end and Vendor Qwiksilver end.
6. Flipkart website error handling and ticket requests.
7. Flipkart gift card server and auto shipments monitoring.

### Inside Sales:

1. Lead generation and key account management, cold calling and prospecting, client retention.
2. Generating RFQ, RFP and negotiations on discounts.
3. Clients and Vendor On boarding, Vendor registrations, Bank Authorization, NDC and Legal agreements. Proactively prospect for new business opportunities, Up-sell to existing customers. Meet / exceed core call time metrics and update/maintain customer database in Sales force. Create strong business relationships with prospects and existing customers

### Order management:

1. Quality analysis and supervising team for error free orders. Training team for order management process and compliance.
3. Follow up with clients for required info and update them on order status.
4. Streamlining process for better customer experience, Voice and email process development, reducing TAT and developing NPS. Priority logistics, single location, multiple locations, Individual gifts deliveries and shipments.
6. Managing operations team and administering multiple stake holders (Finance, Sales, IT, Facilities, Logistics).
7. Fraud investigation, Voucher security, Client protection and auditing. Training and development of New joiners and preparing SOP.
8. Designing of Vouchers and cards, Seasonal designs, customized designs, annual awards, employee rewards, customer gifting, token of appreciation. Tele collections. Managing grievance, client & customer complaints and action them on priority.

### Team management:

1. New Joiners induction and on boarding process. Training and development of team members.
3. Introducing to organization culture, guidance and supervision. Team Meetings: 1 to 1's, Monthly and quarterly appraisals.
5. Inventory management, Dashboards and presentations: Process and team.

# *Sr Marketing Coordinator Thermofisher Scientific, Bangalore, India*

2011 June – May 2014

Vector NTI is a commercial bioinformatics software package used by many life scientists to work, among other things, with nucleic acids and proteins in silico. It allows researchers to, for example, plan a DNA cloning experiment on the computer before performing it in the lab

## Technical Support:

1. Managing Vector NTI license server
2. Single user licenses, multiuser licenses, Annual and 3 yrs. licenses.
3. Dynamic license server management with Thermofishers internal networks.
4. Enabling the server access and disabling the server access.
5. Managing the AMC, Activation and Deactivation of license server access.
6. Vector NTI software installation, Uninstallation and upgrading databases.
7. Raising change requests and enhancement requests tickets with development team.

## Lead Management:

1. Scheduling road shows, events, seminars weekend programs at Governments, Academics & Privates.
2. Product promotion and launch campaigns, Samples management, social media tickets generation for leads.
3. Voice support for sales lead generation & Key account Follow ups for up-selling.

## Sales Supervision:

1. Follow up with Sales team and regional account managers to close the leads generated from leads funnel.
2. Manage price negotiation and discount approvals with Sales reps to achieve targets.
3. Persuade account managers to keep leads databases updated for quarterly reports and forecasting.

## Logistics Management:

1. Place purchase orders with complete fulfillment in shipments application.
2. Supervise order support team for accurate order placement and reduce shipment TAT.
3. Follow up with customers for necessary duty exemption documents and stores approval documents for shipments and delivery confirmations.

## Personal information and Educational Highlights

Year	Institute	Course	Grade
2015	Maharashtra Institute of Technology- Pune	PGDBA	A
2014	Assam downtown University- Assam	MBA	A
2011	Bangalore University	BBM	B
2008	Almighty PU College-Karnataka Board	12 <sup>th</sup>	A
2006	SSLC – KSEEB	10 <sup>th</sup>	A

### Educational Highlights:

1. MS Office and Excel reporting with Macros.
2. Coral Draw, Adobe Illustrator and Photo shop Moderate experience.
3. Sales force, Siebel, Oracle and SAP Applications experience.
4. CCNA, Python, Linux, Windows ,VMware and Servers.

### Personal Details

Date of Birth: 15<sup>th</sup> May 1990

Father Name: M K Arif (Tourist Guide)

Mother Name: Saleema Begum (Homemaker)

Spouse: Noor Saba S (Home Maker)

Siblings: Brother : Sarvar (Software Engineer @Sap Labs Ireland.), Sister : Rufeena (Montessori Trainer)

Address: 104 A 15<sup>th</sup> Cross, Arabic College Post Bangalore – 560045, India (Landmark: Manyata Tech Park)

Languages Known: English, Hindi, Kannada, and Urdu.

Hobbies: Music, Internet savvy (YouTube, Social networking), Trekking, Traveler, Researcher, Innovative and Technology.

I hereby declare that the above given information is true to best of my knowledge and experience.

Signature

Mohammed Tasavar