Mohd Masood Khan,

Network support Engineer/ Telecom Engineer

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🌐 Sharjah, UAE

SUMMARY:

A competent Telecom professional with over 8.0 yrs. Experience in Customer Service /Oereration & Management / Planning, Fault Repair and installation of DSL, FTTH, High BW Data Lines, Enterprise, CCTV installation.

EDUCATION:

- **Bachelor of Technology, Electronics & Communication**   **2011-2015**
  Maharishi Dayanand University Rohtak, Haryana, India
- **Senior Secondary School (10+2)**   **2010-2011**
- **High School (10th)**   **2008–2009**

EXPERIENCE:

Company - Buzzwork Business services Pvt. Ltd.   **Aug'2022 – Oct'2023**
  Role - Team coordinator in TATA PLAY FIBER
  Responsibilities –
- Responsible for installation, Relocation, and fault repair support.
- Taking care of all escalated case of all solving their query and provide them proper solution in best possible manner.
- Ensuring all installation as well as fault repair related issue and resolve them with the co-ordination of concern team.
- Preparing the action plan through root cause analysis to prevent some undesirable situations in workflow.
- Making report FTD, WTD, MTD.
- Controlling & monitoring all the quality activities
- Monitoring the task end to end solution
- Responsible for SLA for delivery under the company standards.
- Assigning job to field engineer for fault & repair, installation.

Company - Rym Telecommunication PVT Ltd.   **Jan'2020 – July'2022**
  Role - Service Delivery coordinator for Tsbb, Airtel, Sterlite & ACT
  Responsibilities –
- Installation of OLT, Splitter and ODF.
- Co -ordination for SUE survey and work permission with Row team & related authorities before starting work and fttx execution.
- Periodical Audits of Network element & get the Preventive maintenance done for
  Max. Up time to customer.
- Monitoring of execution of the routes with in SLA including horizontal directional
  of OFC cable, splicing and moiling.
- Experience on fiber connectivity through L3 devices like MUX, ROUTER, switches, OLT, primary and secondary splitter, ONT

Company - Sterlite Technologies Ltd.   **Aug'2015 – Dec'2019**
  Role - Field Engineer
  Responsibilities –
- Answer customer tickets within defined SLA.
- Taking care of all escalated case of all solving their query and provide them proper solution in best possible manner.
- Responsible for resolve fiber related issue like ONT Inactive/Splitter & Pinching issue.

SKILLS:
- Leadership
- Communication
- Team Management
- Team Building
- Motivation
- Influencing
- Decision Making
- Negotiation
- Technical support
- Problem solving
- customer support
- Balance under work pressure
- Personal Organization
- Troubleshooting
- Material & Inventory Management
- Multitasking

LANGUAGES:
- English ☐Fluent
- Hindi ☐ Native
- Urdu ☐ Native

MS OFFICE TOOLS:
- MS Excel
- MS Word
- MS Power Point
- MS SQL
- MS Access

SOFTWARES USED:
- Application Management Services (AMS)
- Automatic Configuration Server (ACS)
- Oracle
- CRM
- Putty

- Coordinate with NOC team related to provisioning, configuration, Testing.
- Attending and Resolving Network /Customer Complaints within SLA.
- Hands on experience of different media like copper, fiber
- Hands on experience of splicing, ODTR
- Experience on ONT, modem, router, mesh configuration.

Industrial Training   **April'2015 – Jul'2015**
  Company- **Sterlite Technologies Ltd**
  Project name: FTTH || Planning, Deployment, Testing & Operation/Maintenance

- Knowledge about the planning, how to make the network to o the fiber and for completing OSP work
- Deployment part, learnt about the fiber execution with HDD machine, digging as
- manual etc.
- Execution and provision the OSP part, need for AT for whole network such as OLT
- Configuration Splicing for SC (Street Cabinet as exchange of a Network for a
- society or premises.
- Further worked on O&M part as installation of ONT, Routers, and work on maintenance of ODTR, ONT, FMS, and Router configuration.
- Post AT needs to provide the services by the help of service providers such as
- TATA, Spectra net, Airtel, World phone etc.

PERSONAL INFORMATION:

Passport No. – U6082405, Validity – 15Th Jan 2030
DoB – 24-Jan-1994
Nationality – Indian
Religion – Islam
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