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FALCON ID # 29035

Oilfield Services / Telecom Engineer

Residential Country : India Nationality : India
Resume Title : Telecom Engineer Notice Period : 1 Days

EDUCATION

Qualification	Institute / College /university	Year	Country
B E / B Tech	Dr .sau K.g.i.e.t, Amravati.	0000	India

CAREER SUMMARY

Position	Employer	Country	From Month/ Year	To Month/ Year
Support Engineer	Reputed Company	India	05/2014	/

ADDITIONAL CERTIFICATE AND TECHNICAL QUALIFICATION

Name Of The Course	Course Date	Valid Upto	Name Of Organisation
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Current Salary (Monthly In Usd): Not Mention Expected Salary (Monthly In Usd): Not Mention

Additional Skills :

Computer skills:

- ? Programming Languages: C, C++, and core JAVA.
- ? Operating Systems : Windows XP
- ? Well versed with MS Windows suite for applications like MS Word, Excel and MS Power Point

Any other certification :

- ? Completed a Course on PL SQL

? Completed a Course on Core java.

Co-curricular activities :

? Worked as a head in the Documentation committee in Circuitrix'13.

? Presented a Technical project "Drowsy Driver Detection System" .

Extracurricular activities :

? Won the "MR K.G.I.E.T" event in Dr.Sau K.G.I.E.T techno, cultural and sports festival.

Additional Information :

Roles and Responsibilities:

- Install and configure on Specialized Platforms.
- Resolve and troubleshoot large complex problems.
- Coordinate with other team engineers.
- Support and manage day to day system issues.

IT Skills:

- Good knowledge on Genesys platform, Sip, Audio codes, call center setup, Knoahsoft.
- Installation and Configuration of Aspect UIP 6.6sp2, UIP 7.0.1, UIP 7.1.?
- Installation and Configuration of Code mode and Update package over the Aspect UIP system as and when required.?
- Installation and Configuration of Aspect Telephony Adaptor (Linux).?
- Implementing Changes into current contact center as per requirements.?
- Responsible for end to end contact center Configuration and Troubleshoot pertaining Aspect UIP systems.?
- Responsible for Altitude Dialer Version uCI 7.5 troubleshooting, Configuration & monitoring.
- Installation of Windows server 2003 R2, Windows server 2008 R2.?
- Co-coordinating and working with Aspect Technical support and advanced support team for the ongoing issues and to solve that on priority.?
- Providing end to end training session of Aspect to Customer and Contact Center team for the better usability of Products.?
- Responsible for enlightening customer with built-in features of the system to explore it as per requirement and better relation with customer.?
- As part of solution design providing inputs to Solution team with my in depth knowledge on currently line of products of Aspect UIP.?