

ASHWINI GAJANAN WADURKAR

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Parwati Nagar no 2 Akoli road Amravati 444607.



Objective

To Succeed in an environment of growth and excellence band earn job that provides me a job satisfaction and self development and help me to achieve personal as well as organisational goals



Experience

Tata communications Limited Dighi Pune

16/10/2021 -

Associate Engineer

Responsibility -

- Network Monitoring System alarms (viz: LOS,LOF and RDI and AIS) reporting to field engineer and taking follow up and raised and update tickets , do escl of the problems and planning for distster recovery in case of ring failure or any major outgages and resolve issues.
- Monitoring SLA and provide RFOfor ghe enterprise customers links
- Co-ordinating with the customer and back end team to resolved to resolve the link down issue
- Trail creation for different rate link VC12/VV3/VC4/EOS-VC-4/EOS-VC3/EOS-VC12.
- Prepare and execute successful BW Up and gradation plan for customers.
- Provide solutions for provisioning and commission of circuits (2Mb to STM-1& above), defining protection path and testing the Ckts
- Based on customer requirements last device link UBR, converter (Pine (1,4,8), Making tag and untagged traffic in services.
- Managing for various RF equipments and monitoring.
- cordinate NOC activities with local Field Operations and vendor/ Supplier representative to diagnose and fix faults.
- Resolving user queries remotely using remote assistance and remote desktop
- Helping customers with their network related issue
- Worked on DLC, NPLC and MPLS Product.
- Working on ECI
- Perform rerouting and resolving configuration issue within less time with service downtime.
- Preforming all necessary troubleshooting of network & resolved link down issue with all possibilities Like rerouting of the circuit, switching issues and configuration issues to get link up of customer also parallely coordinating and reportingto field engineers and take follow-up/Resolution time for down path and escalating as needed.
- Knowledge of Network monitoring system alarm(exp-hardware and software alarms)
- Managing network devices: wireless modem, connectivity issue,file sharing
- Configuration wireless modem and resolving internet connectivity problems.
- Working on CRM portal for tickets monitoring.
- Troubleshooting desktop, Laptop , workstation and LAN
- Create solution to customer problem provide sound recommendation to their queries provide resolutions in first attempt.

M well software solutions Pune.

01/06/2020 -

support Engineer

Responsibility and Role -

- Configuration wireless modem and Resolving internet related issue.
- Printer sharing in network and printer related problems solving
- Instantl application software and antivirus update.
- Helping customers with their network issues
- Providing technical support to clients in person and remotely
- Taking ownership of customer issues reported and seeing problem through to resolutio



Education

Sipna college Engineering and technology Amravati

2019

Degree Computer Science Engineer

65%

G.H Rasoni Polytechnic Amravati

2016

Diploma

68%

Nootan Kanya high school Amravati

2012

School

58%



Skills

- Network Protocol - DHCP , RIP , HTTPs , IP configuration
- Basic Knowledge of BGP and MPLS
- Network Topology
- Basic Knowledge of OSI model , IP addressing , Operating System (IOS)
- Tickets tool - CRM , NMS transmission media



Projects

Supply Chain Analysis

Roles - Collection Raw data

Discription - In an organization using a product is manufactured using raw material from various supplies and if these products so we do Id to customer a supply chain is created depending the size of organization and the number of products that are manufactured a supply Chain may be complex or simply.



Languages

- English - Read , Write , Speak
- Hindi - Read ,Write , Speak
- Marathi - Read , Write , Speak



Personal Details

Date of Birth : 03/07/1995



Marital Status : Single

Nationality : Indian

Gender : Female