



SOURABH SUKUMAR

CONTACT

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STRENGTH

- Good analytical skills
- Problem Solving skills and creative thinking
- Deep knowledge of hardware
- Excellent communication and presentation skills
- Good critical thinking and decision-making skills
- Work experience with MNCs and proven companies

TECHNICAL

- Installation of Optical Fiber solution (FTTH)
- Good knowledge in Cisco routers, switches, DHCP, DNS, subnetting, OSI and TCP/IP mode
- Routing protocols, RIP, OSPF, EIGRP
- Operational experience in CCTV camera including IP camera, Dome camera etc.
- Knowledge in windows server and cloud
- Good knowledge in Office 365
- Configure LAN & WAN, Install Network & System Software
- Troubleshoot LAN & WAN issues
- Network Backups

An IT Engineer with 7 years experience in Network and Telecom field. An enthusiastic and hardworking performer with necessary drive and determination needed to resolve complex network issues. Highly motivated, goal driven and an effective team member with strong ability to quickly adapt in a changing environment

WORK EXPERIENCE

RELIANCE JIO, India

Jan 2020-Oct 2021

Network and Fiber Engineer

- Installation of fiber solution (FTTH) and ensuring best customer experience.
- Understand & Provide resolution to customer issues, acquire & onboard new customers.
- Installation of Set top box to customers.
- Physical installation and commissioning as per appointment and home connect guidelines.
- Troubleshoot and fix the issues faced by customer at their premises.
- Involves High level of Quality of work Execution and with end-to-end customer.

BSNL, India

June 2016-Jan 2020

Network Engineer

- Assist JTO in installation and maintenance of computer LANs, PCs and related equipment's.
- Supervise the work of Phone mechanic when required under overall guidance of JTO / SDE
- Keeping logs of the complaints raised by the customers
- Assign technicians to site based on the complaint raised by customers.
- Troubleshooting network issue room private branch exchange as well as customers on premise.
- Manage and troubleshoot MDF in Private branch exchange.
- Submit daily report to Manager on the faults clearance
- Modem configuration and troubleshooting for customers on premise broadband connection.

EDUCATION

BTECH in Information Technology

2010

PLUS, TWO in Chovva HSS 2006

Done CCNA and MCSA

LANGUAGES

ENGLISH ■ ■ ■ ■ ■

MALAYALAM ■ ■ ■ ■ ■

HINDI ■ ■ ■ ■

ABOUT ME

Date Of Birth 19/01/1986

Nationality Indian

Marital Status Single

Availability Immediate Join

Driving License Indian

Visa Status Visit Visa

SECUTRONICS, India

May 2013-June 2016

Network Engineer

- Assemble and arrange material and equipment, explain and verify service orders, drawings, specifications, particular needs, and instructions, run, pull, stop and splice copper and fiber optic cables
- Pulling and terminating Cat 5/5e, Cat 6/6e, Fiber Optic or Coax cable.
- Installation of CCTV cameras.
- Install data equipment including data racks, patch panels, cable trays, etc.
- Configuration of switch and routers and ups mounting in Rack.
- Installing and configuring windows machine and giving user permissions from Active directory.
- Managing assets and keep record

IDEA CELLULAR, India

Dec 2012-Mar 2013

Customer Care Support

- Providing product and service information and resolving product and service problems
- Opens customer accounts by recording account information.
- Resolves product or service problems by clarifying the customer's complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem.
- Prepares product or service reports by collecting and analyzing customer information and sent to manager on daily basis

KVR BAJAJ, India

July 2011-Dec 2012

Sales Representative

- Indoor sales by giving detail specification of bikes and make sure to achieved monthly target
- Reports to sales manager for all sales activities