## Rahul Kumar

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9+ Years of extensive experience in Telecom Sector & FinTech. Responsible for providing World class operation/application support/implementation for Telecom. Versatile all-rounder with knowledge in multiple tech verticals and effective communicator and collaborator in Org and non-Org Horizontals.

# SUMMARY:

## Technologies: GSM

* **Product:** SMSC (UNO, ALARIS, T-one), MMSC, USSDGW, dBill, Firewall,MVTS-Pro,B-PAL.
* **Tools:** Ms-office, HLR,VLR, CRM, OTT, CSG Assure, Wireshark, Testelium, i-Test, check-my-route,SMPP, etc.
* **Protocol:** TCP /IP, UDP, SS7, Diameter.
* **Monitoring Tool:** Grafana, Kibana, NMS, and OTRS.
* **Ticketing Tool:** Jira, SMAX, zendesk, freshdesk.
* **Skills**: Product Management, Change Management, Vendor Management, Implementation, patch & Hotfix Management, Service Request Management, Product versions Upgrade, Team Management,

Customer Management, Team Building, Report Handling, Rate, Routing, and configuration Management, Trouble Ticketing Management, RCA management.

* **Operating System:** Linux/Unix, windows.
* **Database:** MY-SQL, Oracle.

## Work Experience:

**Organization:** Comviva Technologies. **Mar-2021 – till now Designation:** Product Technical Lead

## Team Size: 35

**Project 4:** CpaaS, UNO (USSD/SMSC/MMS/Bulk/Campaign), Gateway/IM (Integrated Messaging)/UNO (Firewall).

## Roles and Responsibilities:

* Work closely with internal team for product development and users to communicate functional requirements and convey the business needs.
* Define business rules when necessary to support business processes.
* Train Technical and Business Product Team and Integration Consulting Engineers as part of each project implementation to production.
* Provide regular status, updates and presentations to management as required.
* Provide on-going support to other departments as required.
* Team handling with all activities, NOC Support and Operation related issues.
* Working with multiple operations and internal teams.
* Working with internal and external customers to identify opportunities and translate them into clear solutions and business requirements.
* Understanding of VAS applications with proficiency SMPP updated version.
* Working exposure to SMSC, MMSC, USSD, FIREWALL troubleshooting and configuration management, white listing, black listing and rule management over Firewall Configuration.
* Testing/configuration with clients and Regular Monitoring and Traffic analysis of all customers.
* Customer/Vendor Trouble Ticketing Management, Team handling and reporting.
* Working on RCA through the PCAP file.
* Interact with clients/Vendors for requirement analysis and help them resolve the issues and provided solutions on time by giving online support.
* Managing customer and coordinating with internal Teams as single point of contact for assigned projects/tasks.
* Diagnosing, troubleshooting & identifying solutions to resolve the messaging products.
* Deploying new CPA in Test-bed & Production environment
* Working on SMSC, FIREWALL, MMSC, USSD, GSM, SIP.
* Working in Network Operations with Telecom background.
* Experience in working with different international Carriers.

**Organization:** Techalpha Messaging LLC **July-2019 to Feb-2021 Designation:** NOC MANAGER

## Team Size: 18

**Project 3:** Alaris-Billing System, Tel-Q, CSG, i-test, Testilium, Freshdesk

Roles and Responsibilities:

* Responsible for all activities related Team Management, Account Configuration, Trouble Ticket, Regular Alarm Monitoring and Traffic analysis, report handling, rates, routing for all clients.
* Team handling with all activities, NOC Support and Operation related issues.
* Interaction with Sales team to work on traffic Gain and Loss.
* Working knowledge on Client /Vendor dispute and providing the solution.
* Working Knowledge on different products Like Telemarketer, Enterprises clients Platform, IVR- Platform, DLT .
* Configuration with Clients/ Vendor and Regular Monitoring and Traffic analysis of all customers.
* Client/Vendor Trouble Ticketing Management and RCA.
* Preparing LCR routing and reports.
* Interact with clients/Vendors for requirement analysis and help them resolve the issues and provided solutions on time by giving online support via Mail and Skype, etc.

**Organization:** Monty Mobile **June-2016 to june-2019 Designation:** Sr. SMS NOC ENGINEER

## Team Size: 22

**Project 2:** SMS / Voice (B-PAL Billing System, OTRS, CSG ASSURE, OTT MVTS Switch, Tone Billing System, Zendesk, CSG ASSURE, Scarlet, itest, Check my route, Arptel, Soft Phones: - X-lite, XPro, 3CX)

## Roles and Responsibilities:

* NOC Support for SMS/Voice/OTT related issues.
* Understanding of VAS applications with proficiency SMPP v3.4
* Working exposure to configuration management tool (OTRS/Billing System)
* Successful Price updating in billing system.
* Testing/configuration with clients and Regular Monitoring and Traffic analysis of all customers.
* Customer/Vendor Trouble Ticketing Management, Team handling and reporting.
* Working on RCA through the PCAP file.
* Responsible for testing, monitoring and routing for VoIP platform.
* H2H Testing with customers and providers in order to resolve the issues.
* To interact and resolve all the possible reported issues by customers.
* Rate notification and LCR supplier testing and routing.
* Loss Report check on daily basis.
* Work on the targets sent by customers to win the traffic.
* New Route Hunt based upon the rates received from suppliers.

**Organization:** WEBNOTRIX SOFTWARE SOLUTIONS LLP **June 2014 – Feb 2016**

**Designation:** NOC Engineer-SMS

## Team Size: 12

**Project 1:** SMSC

## Roles and Responsibilities:

* Responsible for activities related Monitoring Traffic, Testing, Trouble Ticket, Daily traffic report analysis.
* Handled responsibilities of providing 24x7 networking support in production environment.
* Analyzing and monitoring the traffic.
* Executed the close trouble tickets that raise during corrective maintenance by team.
* Participated in performing testing on less traffic route.
* Involved in preparing the daily progress report.
* Monitoring on overall traffic and partially worked on VAS concept.

# EDUCATION:

* B.E in Computer Science engineering from SKP engineering college affiliated to Anna University Chennai.
* Training on Q-spider for Software Testing.
* Intermediate from Suraj Singh Memorial College, Ranchi.
* 10th Standard CBSE from Shradhanand BAL Mandir, Ranchi Secondary school in Jharkhand at Ranchi District.

# AWARDS & ACHIVEMENTS:

* ACE-CARD: Awarded thrice for ownership of UNO product planning, upgrade & customer satisfaction in Airtel-Africa.
* Top Team Award (Unit Level) for the period of H2, FY'23
* Top Team Award (Unit Level) during the period H2, FY'24.
* Employee of the Quarter – Awarded twice for outstanding performance and contributions.
* Smile Maker Award – Recognized for fostering a positive and motivating work environment, enabling the team to perform at its full potential.
* Multiple Appreciations – Received numerous appreciation emails from various OPCOs for timely implementation, change requests (CR), troubleshooting, and exceptional service delivery.
* Beginner: REST Docker Kubernetes L1
* Product Knowledge - Comviva Competency through “Comviva - Uno”
* Product Knowledge - Comviva Competency through “Comviva - LEAP”

# PERSONAL DETAIL:

**Father’s Name:** Aditya Kumar Choudhary

**Date of Birth:** 02-11-1990

**Languages known:** English, Hindi.

**Permanent Address:** Behind Birsa Institute of Technology

Amrud Bagan Ratu Road, Ranchi

# DECLARATION:

I hereby declare that all the above-mentioned details are correct to my knowledge, and I will be responsible for any discrepancy.

Place: Bangalore

Date: RAHUL KUMAR