

Shivam Kumar
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CAREER OBJECTIVE

To secure a challenging position in a reputable organization to expand my learnings, knowledge, and skills. Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company. I would like to work in an environment where performance is rewarded with new responsibilities.

PROFESSIONAL & ACADEMIC QUALIFICATION

- BCA from Chaudhary Charan Singh University.
- MCA from Maharaja Agrasen Himalayan Garhwal University.

Working Experience

- Currently working in Redan technologies Pvt Ltd as Technical Support Engineer since Oct"2022 to till data.

Role and Responsibilities:

- Create the checklist of all Avaya aspect and check the alert and Error in system in Real-time.
- Daily checklist of all the extension.
- Troubleshooting ISDN and E1s.
- Takes back-up for CM, CMS as per schedule, working on Avaya CM 6.2, Media Gateway 450, 650
- Mapping Agent ID, VDN, and Vector hunt group and CMS for reporting.
- Having experience on Avaya SM, SMGR & SBC.
- Good knowledge of Call flow and routing of Contact center technology in Avaya.
- Configuration of VDN, Vector and Hunt Group.
- Well know about Circuit Pack (IPSI, CLAN, MedPro, VAL Board)
- Working experience on Avaya endpoint 16XX, 96XX & One-X Softphone.
- Managing Trunk Group and coordination with Vendor for E1/T1 Circuits.
- Communicate with vendors if any hardware needs to replace.

STRENGTHS

- Smart Worker
- Positive Attitude.

- Self-Motivated

Hobbies and interests

- Love the Sports called Cricket and in the free time I love to listen Music.

PERSONAL PROFILE

Name : Shivam Kumar
Father Name : Sh. Ravinder Giri
Date of Birth : 17-Sep- 1998
Marital Status : Unmarried
Language's known : Hindi & English
Nationality : Indian.

Declaration

I hereby declare that the above-mentioned details are true to the best of my knowledge and belief.

Date:

Place:

(Shivam Kumar)