Hemant Sharma
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Objective:

Results-driven professional with over 13+ years of experience in the Telecom Industry. Proven expertise in VoIP, SIP and Telecom Server Technologies, voice network profile. Professional Voice Network Engineer with a proven background of industry design and vendor Experience. Adept at Voice network design architecture and implementation. Seeking a challenging role to contribute my skills and Knowledge to a dynamic team.

EMPLOYMENT HISTORY

Brillio Technologies Pvt. Ltd (04/2023 –PRESENT)
Location: - Bengaluru
Job Title: - Tech Specialist, Network - B2 (Telephony)

Responsibilities:

- Led a team responsible for designing and implementing VoIP solutions, resulting in increased efficiency and cost savings.
- Managed and maintained VoIP, SIP and Telecom Server, ensuring seamless communication services for clients.
- Collaborated with cross-functional teams to troubleshoot and resolve complex technical issues, enhancing customer satisfaction.
- Implemented SIP protocols to enhance call routing and reduce call drop rates, improving overall network performance.
- Designed and executed system upgrades, resulting in enhanced functionality and improved user experience.
- Provided technical training to junior engineers, contributing to their professional development.
- Performing operations troubleshooting and support of network voice and data devices and circuits.
- Provided Installation guidance and training for customer-based products that required additional steps to be taken by the Purchaser.
- Identified, troubleshot and repaired common problems with telephone, cabling and voicemail equipment.
- Lead Engineer for level 2 support.
- Telephony Server Design.
- Provide timely project status updates to customers, project managers, and management.
- Working with Telecom providers and 3rd party hardware/software maintenance vendors.
- Functioned as customer technical liaison.
- Responsible for providing technical service and support for customer and installers.
- Managing and handling cloud PBX servers.
- Hands on experience in Asterisk based IP PBX for dial-plan for handling IVRs, calls broadcast & call conferencing.
- Multi-task, be detailed oriented while meeting tight deadlines under pressure.
- Implemented and integrate all asterisk server with Homer for monitoring traffic monitor.
- Receive and address error escalations of VoIP network through the ticket system, troubleshoot issues in a timely and accurate manner.
- Working on Service Quality Management.
- Analysis of voice data of various applications.
- Working on SIP, PRI, FXS/FXO technology.
- Understanding of PRI, SIP signaling – new build and troubleshooting.
- Installed, and maintained telephone systems and other voice communications systems including enhanced and unified voicemail systems.
- Performed moves, additions and changes of telecommunications services and equipment.
- Diagnosed trouble on T-1 circuits; ISDN/PRI, ISDN/BRI, E M TIE, DID, troubleshoot IP telephony issues.
- Troubleshoot VOIP and other converged technologies issues.
- Overseen site preparation activities including conduit, power, and signal cable runs.
- Integrated, installed, and tested complex telecommunications systems in accordance with applicable standards.
- Maintain documentation of the UC environment and operational procedures.
- Support IVR Web Services (design, test, release and support).
- Support Integration to Twilio Voice and Message API.
- Produce fully functional IVR Web Service writing clean code.
- Gather specific requirements and suggest solutions.
- Support writing of UI tests to identify malfunctions.
- Troubleshoot and debug to optimize performance.
- Work with peers to analyze technical system problems/defects, and design and implement effective solutions.
- Working experience with AWS (AWS console, Amazon Connect, Genesys, Avaya)

US4 Business Solutions Private Limited (4 months Contract)
Location: - US Based Company.
Job Title: - Contract Based (VoIP Engineer)

Responsibilities:
- Assisted Technical Support staff with the installation and repair of Voice network equipment.
- Providing quality remote support for leading VoIP telecom provider for business and SOHO.
- Troubleshoot and resolve issues with VoIP routes, Voice network and Voice devices.
- Effectively Troubleshoot and resolve technical VoIP software and hardware issues.
- Commended for outstanding technical support and customer relationship building that led to successful securing of contract.
- To help train new hires and seasoned technicians on Broad Works PBX, VoIP switch platform Administration to ease transition of service provider merger.
- Adaptation and deployment of VoIP telephony systems and Technological consulting of customer.
- Users support.
- Trained to customer telecom engineers to work in Asterisk support.
- Conducted on-site customer training for end users for the newly installed Unified Communications systems.
- Installed and serviced all types of telephone equipment at both corporate and regional offices.
- Designed and built the Linux based Asterisk VOIP PBX which provides plug and play telephone service to all remote range sites and mobile units.
- Deployment of different open-source solutions for Asterisk (ViciDial, FOP) and developing and expanding of them functionality in accordance to company's needs.
- Provided technical assistance to third-party and client operational staff.

Corrz Technolosolution Pvt. Ltd (01/2022 – 12/2022)
Location: - Noida, UP
Job Title: - Telephony Specialist

Responsibilities:

- Installing/configuring and troubleshooting of telephony systems: Asterisk, FreePBX, FusionPBX platform.
- Deployment of different open-source solutions for Asterisk and developing and expanding of them functionality in accordancewith company's needs.
- Worked with Sales and Support to provide post-sale deployment and installation for Telecommunications services.
- Performing operations troubleshooting and support of network voice devices and circuits.
- Planning and implementation of backup storages.
- Creation and presentation the offers for customers.

- Adaptation and deployment of VoIP telephony systems.
- Technological consulting of customers.
- Corporate distributed network planning and implementation.
- Development of automatic configuration deployment.
- Training and supporting of junior system and support administrators.
- Customer/Users support.
- Creating documentation of developed solutions.
- Performed VOIP sector configuration and service administration.
- Answered and resolved helpdesk customer support tickets.
- Maintained regular service for VOIP design architecture and implementation.
- Monitored and updated Asterisk based PBX system as needed.
- Multi-task, be detailed oriented while meeting tight deadlines under pressure.
- Able to work independently and follow process with minimal supervision.
- Implemented and integrate all asterisk server with Homer for monitoring traffic monitor.
- Multi-task, be detailed oriented while meeting tight deadlines under pressure.
- Able to work independently and follow process with minimal supervision.

Allience Technologies (05/2016 – 12/2021)
Location: - Jaipur (Rajasthan), India
Job Title: - Senior Voice Engineer

Responsibilities:

- Performing operations troubleshooting and support of network voice and data devices and circuits.

- Provides day-to-day support, proactive maintenance, and performs independent complex system troubleshooting.
- Practices telephony asset management, including management of component inventory and related documentation andtechnical specifications information.
- Collaborate with internal and external subject matter experts, including line of business, business technology teams, Operational support teams, various technology organizations, and vendors to develop and support the implementation ofCollaboration solutions.
- Perform analysis and diagnosis of complex voice and data network issues.
- Work and collaborate with project and operational teams, and 3rd party vendors.
- Project team member involved in the design and deployment of Cisco Call Manager solutions and IPT Deployments.
- Provides day-to-day support, proactive maintenance, and performs independent complex system troubleshooting.
- Working technical knowledge of the VoIP operating systems (Cisco, Asterisk PBX).
- Knowledge of Call Manager 12.x, Cisco Unity, Cisco Meeting Management.
- Watches industry trends and developments, both direct or through a third parties, to ensure the company is aware andeducated on emerging technologies
- Work and collaborate with project and operational teams, and 3rd party vendors.
- Provides strategic technical solution, installation, and configuration of all IP-based telephone systems/services.
- Serves as the subject matter expert and is responsible for all aspects of IP-based telephone systems for the enterprise voiceNetwork.
- Performed VOIP sector configuration and service administration.
- Answered and resolved helpdesk customer support tickets.
- Maintained regular service for VOIP design architecture and implementation.
- Monitored and updated Asterisk based PBX system as needed.
- Multi-task, be detailed oriented while meeting tight deadlines under pressure.
- Able to work independently and follow process with minimal supervision.

OyeTel Telecommunications Pvt Ltd (07/2013 - 04/2016)
Location: - New Delhi, India
Job Title: - Asst. Manager Technical

Responsibilities:

- Worked with Sales and Support to provide post-sale deployment and installation for Telecommunications services.
- Provided Installation guidance and training for customer-based products that required additional steps to be taken by thePurchaser.
- Advised management of improvements arising from customer feedback during post Sale installation and user-interactionExperiences.
- Responsible for providing technical service and support for customer and installers.
- Managing and handling cloud PBX servers.
- Managing windows 2003, 2008, 2012 AD & Exchange Servers.
- Hands on experience in Asterisk based IP PBX for dial-plan for handling IVRs, calls broadcast & call conferencing.
- Experience in Asterisk based IP PBX Development, Application Maintenance and Operation support.
- Analyze the existing voice networks and recommend solutions based on requirements.
- Provide performance engineering and optimization, knowledge transfer and mentoring.
- Responsible for engineering, configuration, maintenance, and upgrade of the companies Voice over IP (VoIP) deployment,Supporting applications and network hardware.
- Receive and address error escalations of VoIP network through the ticket system, troubleshoot issues in a timely and accuratemanner.

Avyukta Intellicall Consulting Pvt. Ltd. (01/2011 – 07/2013)
Location: – Jaipur, Rajasthan, India
Job Title: – Senior Technical Support Engineer

Responsibilities:

- Predictive Dialer (Open-Source VICI dial, GO-Autodial, Free PBX) Installation/Configuration & Troubleshooting.
- Monitoring traffic on hosted PBX servers & Auto Dialer Software & Hosted Dialer & IP-PBX training.
- Providing support chat/remote support to client (Skype/G-talk)
- Auto Dialer Software Inbound/Outbound setup configuration.
- VoIP account configuration include IP based & user based
- Recording Management & Asterisk log monitoring
- SIP Trunk configuration & IVR server configuration
- Software Dialer customization
- Dial plan carrier configuration & SIP based calling with custom prefix

Click2Dialer Ltd. (06/2009 – 12/2010)
Location: - Jaipur (Rajasthan)
Job Title: - Voice Technical Lead

Responsibilities:

- Complete Asterisk (FreePBX / Elastix / IPPBX) configuration and customization for call Centers Inbound / Outbound strategies.
- Monitoring traffic on Virtual Servers/Dialer and VOS3000 (VoIP) Switch.
- Answered and resolved helpdesk customer support tickets.
- Provides training to Client operations team members.
- Create Asterisk solutions that will seamlessly integrate with legacy and strategic Technologies (i.e., IVR, Call Recording,Reporting, CTI Hardware).
- Advanced knowledge of Asterisk PBX.

Go4Customer as part of Cyber Futuristics (I) Pvt. Ltd. (03/2008 - 06/2009)
 Location: - Jaipur, Rajasthan
 Job Title: - Network Executive

 Responsibilities:

- Managing entire network & hardware infrastructure of the Organization, Maintaining LAN & WAN, installation of LAN set-up,maintaining.
- Installation and configuration of VoIP equipment like Cisco ATA 186.
- Network Operation Centre support for remote and client end to give 2nd level technical support.
- Configuring various systems and OS and assisted with full software support.
- Assembling of new systems, repair, diagnose and refurbish computers and laptops.
- Tasks also included repairing and troubleshooting any kind of hardware or software
  Problems including shouldering and refurbishing of desktops, laptops, modem and other used equipment's.
- Preparing MIS for all troubleshooting with client and remote end system with router at the EOD.

Skills:

- Proficient in VoIP technologies and protocols, including SIP.
- Expertise in managing and configuring Telecom Server for optimized communication services.
- Strong problem-solving abilities with a track record of resolving complex technical issues.
- Excellent communication skills, both written and verbal.
- Team player with a proven ability to collaborate effectively across departments.

PROFESSIONAL QUALIFICATIONS:

Raj Networking Institute

- **CCNA** (Cisco Certified Network Associates- Theoretical and Practical Study Only) in 2007
- **MCS/MCSA** (Microsoft Certified System Administrator) **ID (5792528)** in 2006
- **RHCE** (Red Hat Enterprise Linux 4.0 – Theoretical and Practical Study Only) in 2006

ACADEMIC QUALIFICATIONS:

- **B.A Graduate:** University of Rajasthan in 2005
- **Senior Higher Secondary:** Rajasthan Board of Secondary Education in 2002
- **Secondary:** Rajasthan Board of Secondary Education, Ajmer, Rajasthan in 2000

 HOBBIES

- Listening to music, watching movies, watching & playing cricket, computer games, experimenting with different software and meet new people and make them Friend.

WEAKNESS:

- Workaholic

I hereby declare that the information furnished above is true to the best of my knowledge.

(Hemant Sharma)