

Pradeep Kumar Pandey

Lucknow UP

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❖ CAREER OBJECTIVE

- To secure a challenging position in a reputable organization to expand my learning's, 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.
- Seeking an entry-level position to begin my career in a high-level professional environment.
- To secure employment with a reputable company, where I can utilize my skills and business studies background to the maximum.
- Seeking a challenging career with an MNC.
- A highly organized and hard-working individual looking for a responsible position to gain practical experience.
- To make use of my interpersonal skills to achieve goals of a company that focuses on customer satisfaction and customer experience

➤ Professional Summary

1) WORKING AS CIRCLE LEAD (PROJECT OPERATION AND SERVICE SALES) IN ENTRUES BUSINESS SERVICE PVT.LTD FOR LUCKNOW UP EAST FROM 29.07.19 To TILL DATE.

2)WORKED WITH RJIL OME PARTNER FROM 23.08.16 TO 25.07.19 NDS PVT LTD / ARDOM TELECOM PVT LTD /SG ENCON PVT LTD AS UTILITY SUPERVISOR .

3)WORKED IN PASSIVE INFRA (UTILITY) AS A PROJECT ENGINEER IN NISCOME TELE INFRA PVT. LTD NEPAL FOR GTL 20.10.15 TO 23.08.16.

4)WORKED IN PASSIVE INFRA (UTILITY) AS SITE ENGINEER RV SOLUTION PVT LTD 24.07.13 TO 30.10.14 FOR BHARTI INFRATEL, INDUS TOWER, BHARTI AIRTEL LIMITED, ERICSSON , TOWER VISION MP AND UP CIRCLE.

5)WORKED AS PASSIVE INFRA (UTILITY) AS SERVICE TECHNICIAN PACE POWER SYSTEMS LTD

18.02.13 TO 26.07.13 MP & CG CIRCLE.

➤ ACADEMIC PROFILE

- Graduates in B. Tech E&C APJKTU Lucknow in 2012
- 12th UP BOARD 2007.
- 10th UP BOARD 2005
- Completed training in CCNA (R&S) from SYSAP TECHNOLOGIES PUNE 2017.
- Completed industrial training in ITI ALLAHABAD on SDH in 2011.

➤ SOFT SKILLS

- Knowledge of Telecom Domain Passive Infra Equipment I&C, Operation of Passive Infra , Installation Activity of Microwave ,BTS,E-Node B, Router ,Fiber Cable Laying Installation of Both Intercity & Intercity, Service Operation SMPS ,DG ,PAC And Telecom Project Sales from Various Client GE, VNT, Power HF,Ericsson, Ceragon, Indus etc.
- Knowledge of Budget Preparation Of Project Material Requirement As per Rating or Customer Requirement ,Manpower and Other Cost Expense.
- ASP management and Allocate Site as per Team Expertise .

- Knowledge : MS-office, MS Excel, Advance MS Excel lookup,V lookup Internet Applications & E-mail.
- Operating Systems : Windows 98/NT/2000/XP/XP7
- Good Exposure of Network Equipment Survey ,Installation ,Site HOTO/AT of BTS ,Enode B,Router ,Microwave ,Fiber (Intercity & Intracity) like Diffirent OEM Ericsson ,Ceragaon, Nokia Siemens Network ,Sumsung ,Huwei ,HFCL etc.
- Good Exposure of Passive Equipment Installation like EB Change Over Box, Eb Cable laying,Battery Bank Installation & Commissioning ,SMPS /IPMS /PIU,PAC ,DG Installation Servo Stabilizer With Different OEM Product Like Delta ,Pace ,Exicom,VNT,GE,Schinder ,Mahindra,Eicher,Cumins etc.
- Good Exposure of Team Handling ,Material Mangement through Sap ,Manpower Deployment as Per Customer Requirement ,Manpower Hiring as Per Skill and Cost Estimation of Requirement.
- Good Exposure of Customer Mangament, Circle WCC or Invoicing Process etc.
- Exposure of Installation Activity Huawei ATN905/905A, ATN910/ 950 And RTN 905/RTN905A,RTN950/RTN 910.

PROFESSIONAL EXPERIENCE:

1) Company- Entrues Business Services Pvt.ltd.

PROJECT- UP East DELTA AMC/Indus EBPROJECT/RJILEBPROJECT/EXICOM BATTERY&C

Designation-OPERATION RELATION MANAGER

❖ JOB DESCRIPTION & RESPONSIBILITIES

- Lead and manage support delivery for all supported businesses and functions, across sites.
- Manage effective communication with stakeholders during planned and unplanned incidents/escalations.
- Manage escalations, review & actively drive unresolved calls or incidents towards closure.
- Periodically review with business.
- Drive on-time documentation, logging and tracking of calls.
- Ensure reports are published on time.
- Maintain a holistic view of open incidents/ service requests and assign tasks to team members in accordance with the issue priority. Ensuring that tickets are addressed within the timelines and defined specifications (SLAs).
- Optimize resource utilization through improved productivity - analyzes help desk activity and drive for increased organizational efficiency and effectiveness.
- Implement staffing and scheduling models to ensure adequate coverage as per business requirements.
- Coach, guide and support team to achieve individual, team and overall objectives
- Actively conduct TNA for the team & ensure delivery.
- Drive root-cause resolution of recurring issues through effective coordination with various resolver groups & local Service Desk teams. Keep stakeholders regularly informed.
- Provide timely feedback to management regarding issues affecting the quality of service to the client.

2) Company- Nicoma TeleInfra Pvt.ltd

JOB TYPE - Construction, Passive and Active I&C

Duration-20.10.15 TO 23.08.16

Designation- PROJECT ENGINEER

Work Experience -

As a Project engineer construction, your input to construction projects will be technical, organizational

and supervisory. You'll set out and determine the location for infrastructural installations, both above and below ground, and will apply designs and plans to mark out the site. You'll also share responsibility

for site security, health and safety and the organization and supervision of material and human Projects can range from small scale to multi-million pound ventures and may include civil, road, rail and other infrastructure projects. Working as part of the site management team, you'll work alongside

and liaise with:

- architects
- construction managers/OME O&M SME ,Cluster Lead and Circle O&M Head.
- engineers
- planners
- subcontractors
- supervisors
- surveyors.

JOB DESCRIPTION & RESPONSIBILITIES

- Thorough understanding and reading ability of plans including mechanical/electrical/plumbing, structural, civil, architectural, and interior design.
- Reviewing tower ground drawings.
- Recording changes and managing changes across the design team.
- Contractor Communication.
- Assists estimating as needed.
- Review and negotiate change proposal pricing from contractors.
- Assist Project Manager to execute construction contracts.
- Continually monitor construction schedule, construction progress, construction quality to meet design and specification Requirements.
- Review, verify, and validate contractors' payment applications, invoices
- Project cost review, reporting, updating and accounting.
- Participation in and documentation of project coordination meetings.
- Review, verify, and validate contractor's cost estimate, RFI and Change Orders.
- Research and suggest options on construction means, methods and equipment Material & Equipment - procurement and expediting.
- Provide timely status reports to project management team.
- Quality control, Project closeout as.

AREAS OF EXPERTISE:

Technical Operations:

- ❖ Operation & maintenance of various AC&DC panels.
- ❖ Operation & Maintenance of various DGs, Air conditioners (AC), PIU/PMU, Battery Bank and SMPS. Opex & Capex minimization.
- ❖ Grid earthing earth pit construction & its periodic maintenance.
- ❖ Adroit at handling operation and maintenance of equipments.
- ❖ Hands on experience in commissioning of different telecom equipments.

- ❖ Rendering technical support to customers and resolving all customer related queries by visiting them time to time.
- ❖ Installation of equipments, cable laying Cable glancing end- termination, cable tray erection, earthing etc.
- ❖ Illumination scheme like area lighting, high mast & street lighting etc.
- ❖ Adept at handling the erection of mobile towers for different operators from the layout, foundation of civil structure, erection of shelter, tower, electrical equipments i.e. DG, BTS, POWER PLANT, BATTERY BANK and Active Product like Microwave , Router ,E-Node B, & electrification throughout the shelter.
- ❖ Adept at carrying out some specifically desired operations which are significant or critical on component.

PERSONAL DETAILS

Date of Birth: 10 August 1990

Father's Name: Shri Suresh Chandra Pandey

Sex: Male

Marital Status: Married

Languages Known: Hindi and English

Nationality: Indian

Permanent Address: Village-Jagepur, P.O.-Meza road,

District- Prayagraj Uttar Pradesh, Pin code-212303

Passport No : P2320641

All the information stated above are correct to the best of my knowledge & belief.

DATE

PRADEEP KUMAR PANDEY