PRANU

D/o Mr.Parvesh Kumar
H.No-1012, Dr.Het Ram Colony, Naraingarh
Chhehrata, Distt-Amritsar(Punjab)
Contact No:-8054484591
E-mail id:- pranu4885@gmail.com

PRODUCT SUPPORT ENGINEER

Multi-specialty professional endeavoring a stable & challenging position as Product support Engineer in a Growth Oriented industry, where my expertise as well as experiences will significantly add to the overall prosperity of the Company & render opportunities to my career.

Professional Experience:-

Work as a teacher and clerk from 2016 to 2021.

TEOCO SOFTWARE PVT. LTD. Gurgaon as Associate Product Support Engineer from March 2022 to May 2023.

Job Description:-

- Proactively loading and Monitoring Network PM data (Performance Management) using Helix Tool into the Oracle DB using ETL process for Samsung USA.
- Loading and Summarization of PM data using Helix tool and monitoring of Alarms for different projects like Samsung, Tag A1,Rostelecom,ICE,DTAC etc.
- Sound knowledge of UNIX, Mediation production servers and DB tools such as SQL developer and telecommunication domain.
- Ensuring technical support for applications and data to clients and addressing performance bottlenecks to ensure maximum network uptime.
- Resolving customer issues related to product & data loading and provide RCA (Root Cause Analysis) as per the Service Level Agreement laid down by the company.
- Handling production call on a daily basis regarding Data Availability & Thresholds.
- An effective communicator with relationship building & interpersonal skills.
- Also I have work in Hadoop & impala systems for Samsung USA.
- Proactively involve with Samsung USA project.
- Support Point of Contact for CELLC (SA) Project.

Educational Qualifications

- Post-graduation MCA from Lovely profession University 71% Marks
- Graduation BCA from GNDU with 68% marks
- 12th from Punjab board with 80%
- 10th from Punjab board 72%

Technical Proficiency

- **Platform/tools**: Network performance monitoring and management tool Service Assurance Platform– HELIX, SQL Developer,Putty, Impala,Grafana,Linux,Winscp,Cisco,Fortinet,Big-IP Edge Client, Citrix, Cyberarc, Etc
- **Database**: Oracle,Impala,Hadoop
- **Ticket Tracking Tools**: I - Support ,CRM
- **Operating system**: Linux, Windows

Projects Profile:

I have handled different projects from different countries like CELLC, ICE, VODACOM, TAG, ROSTELECOM, SAMSUNG,Sky(Amdocs) etc. But I have specially worked on Samsung, CELLC,TAG,Sky,DTAC Projects.

Project 1 – Helix Support [Samsung Electronics]

➢ **Job Profile**:
- o **Client**: Samsung Electronics USA
- o **Duration**: From March 2022 – May 2023.
- o **About Helix**: HELIX is a performance and Fault management tool. It enables proactive management of the network and reduces operational costs for operators. Helix uses analytics into the core engineering and operations to detect irregular network behavior, performance faults, service malfunctions and resolve problems before they affect customer's quality of service.

➢ **Role & Contribution**:
- o Developing various monitoring and daily health check reports to fetch data from the database and efficiently monitoring the production system.
- o Responsible for taking calls with Samsung users and other clients to provide the DA (Data Availability) on a Daily basis.
- o Managing live voice and chat bridges with System Administrators & Database Administrators during upgrades & for resolving ongoing Issues.
- o Working on UNIX related systems and SQLcommands to work on production environments.
- o Assigning the CR request against the Development team according to clientrequirements.
- o Working closely to detect, prioritize and resolve incidents raised by customer / Onshore team.
- o Handling more than 60 interfaces and checks for the latency of data files. Some of the key Interfaces are Ericsson, Nokia, Cisco. Huaweietc.
- o File processing, ETLwork, Daily Reports, SQL, and Oracle, Impala working on Unix/Linux environment.

Project 2 – Helix Support [CELLC SA]

➢ **Job Profile**:
- o **Client**: CELLC SA
- o **Duration**: From March 2022 – May 2023.

➢ **Role & Contribution**:
- o Responsible for taking calls with SA users and other clients to provide the DA (Data Availability) on a Daily basis.
- o Working on UNIX related systems and SQLcommands to work on production environments.
- o Working closely to detect, prioritize and resolve incidents raised by customer / Onshore team.
- o File processing, ETLwork, Daily Reports, SQL, and Oracle, Impala working on Unix/Linux environment.
- o It is totally BO(Business Objects) Oriented project so need to check reports which customer used on daily basis.
- o Check missing data and aggregate them in order to avoid data loss.

Personal Details:

Name	: Ms Pranu arora
address	: H.No-1012, Dr.Het Ram colony chheharta amritsar
Nationality	: Indian
Date of Birth	: 12-March-1997
Gender	: Female
Marital Status	: unmarried
Languages	: Hindi,English & Punjabi
Email	: pranu4885@gmail.com
Contact	: +91-8054484591

Declaration:

I hereby declare that the above-mentioned information is correct up to my knowledge and bear the responsibility for the correctness of the above-mentioned.

Pranu