

# Shivashankara Reddy B A

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## EDUCATION

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BE (CSE) in AMCEC collage VTU University, Bangalore Karnataka in 2017 with 65.34%.

## SUMMARY: -

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- Over 8 years of experience in Telecommunications Domain.
- Knowledge BMC Remedy AR system (incident console) Incident Management, Putty console.
- NOC Monitoring tools Netcool, NETFLEX, MOP Central, NOC group chat, ServiceNow, ISM etc.
- Good knowledge on TBS, BPM, Swift, SAO. OMS, VFO, DASH, FX, BMCremedy, CMS Applications.
- Knowledge Layer 2 switching, Layer 3 routing protocols (BGP, OSPF, ISIS and EIGRP)
- Knowledge Layer 3 switching configuration, VOIP and SIP call setup and routing.
- Knowledge on DS1, DS3 and OCN , LAN and WAN technology, TDM switching and Trunking.
- Knowledge on OSI Layer Protocols.
- Good team Management skills towards building an effective, engaging team to achieve common goals.
- Good Knowledge on resolving errors in ASR/ LSR.
- Good experience working with legacy vendors Like A&T, Verizon, COMCAST, LUMEN. Frontier etc.
- I am quick learner on if any new technology.

## EXPERIENCE: -

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**Sr. Engineer -Service delivery – Aeries Technology** (11 months)

Aug 2022 – Present

### **Project Name: TPX Technology upgrade, Port Out and BLD to BLC migration And NOC Alert Monitoring**

#### **Job Description:**

- NOC Alarm overview monitoring, Data and Transport event viewer, NOC email Monitoring.
- Verify and validate circuit status Down/up and if require creating incident tickets and tagging.
- Layer 1 verification and validation for circuit status.
- Working with multiple Vendors like CenturyLink, AT&T, Comcast, Frontier and LUMEN etc.
- I supervise the team, by providing training on BLD to BLC pre-work and LSR sending in VFO.
- Order tracking and training on each product to resolve issues and errors.
- Ordering to legacy vendors like CLEC and ILEC.
- Worked for BLD to BLC Migration Project with Frontier and LUMEN.

- CSR/CSI requesting with respective vendors.
- Creating DT order for the non-billing circuits.
- Ordering new BLC's with Frontier and AT&T.
- Ordering new and disconnects on AT&T BBI &BII.
- Ordering TU Circuits with AT&T, Comcast, Frontier HSIA circuits.
- knowledge on NPAC, VFO, Verizon, DASH, FX, BMC Remedy, CMS Application etc.

**Sr. Operation Analyst- STI (6.11Yr in Telecom Domain).**

July 2015 – Aug 2022

**Project Name: XO-CD, CenturyLink, Peerless network**

Job Description:

- Working on XO-CD, CenturyLink –ASR and Peerless network projects.
- I supervise the team, Scheduling meetings to motivate towards 100% quality of work.
- Order assignment, order tracking and training on each product and resolving team issues.
- Working with SDM, Verifying, and Validating the requirements.
- Cost analyzing and if needed finding alternate solution by heading to AMO.
- Designing DIA, DS1, End Link, ISDN, EOC, MPLS and ethernet circuits on MUX DS3,
- Good knowledge ordering Ethernet NNI's, Trunk Groups, Augments, Downsize circuits.
- Designing the circuit based on CLLI's and providing CFA's.
- Ordering to legacy vendors like CLEC and ILEC.
- Application used TBS BPM, Swift, SAO. OMS, VFO, Verizon etc.

## DECLARATIONS:

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I assure that above mentioned details are true to the best of my knowledge. If I get a chance to work in your esteemed organization, I will work to the best of my abilities to meet your expectations.

Date:  
Place: Bangalore

B.A Shivashankarareddy