

CURRICULUM VITAE

SANTOSH V GAIKWAD

Panchasheel Nagar near HN

Bust Stop, Galegaon, Mohone

Tal: Kalyan Dist: Thane

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Contact No. 9867638877/9987777516

Career Objective:-

To manage a concern that has its vision set in making a distinctive contribution to the business world & to synchronize my personal growth with the organizational growth.

TeleIndia Networks Pvt Ltd

Since 24th May 2023 - 17th May 2024

Designation: - Deployment Manager

Current Projects in hand:

- VIL Ciena NLD Phase 1.1 (Delivered)
- VIL Mumbai Metro DCI Expansion(On Going)
- VIL Google 2T

Responsibilities of project deployment

- Responsible for End to end project deployment
- Stakeholder Management (Vendor, Client/Customer, Internal departments - Management and Quality Team)
- Project planning, risk assessment and mitigation
- Project scoping, Project planning, Resource planning, schedule and estimations, reviews and validations, project execution, tracking and monitoring, costing and order management, documentation of concerned projects, billing and project closure

Deployment, support and optimization on Project Management related processes and tools.

Working as per the 4 Phases of Project Management Theory.

1. Initiation – To identify a business need.
2. Planning – Once the Project Approved move forward based on business case.
3. Execution – To develop plan, built a team for execution.
4. Closure – Provide final deliverables.

STCS India Pvt limited

Working as a deployment manager

Since 8th Aug 2022 – 28th Feb 2023

Current Projects in hand:

- VIL Ciena packet deployment (Kerala)
- Sify Amazon deployment (Maharashtra)...Delivered
- SC Over NLD Bharti Project....Delivered
- RJIL Radisys Gpon Deployment

Responsibilities of project deployment

- Responsible for End to end project deployment
- Stakeholder Management (Vendor, Client/Customer, Internal departments - Management and Quality Team)
- Project planning, risk assessment and mitigation
- Project scoping, Project planning, Resource planning, schedule and estimations, reviews and validations, project execution, tracking and monitoring, costing and order management, documentation of concerned projects, billing and project closure
- Deployment, support and optimization on Project Management related processes and tools

Work Experience:

TeleIndia Networks Pvt Ltd

Since 6th Dec 2021 – 6th Aug 2022

Designation: - Project Co-coordinator

Responsibility: - Aligning FE for Installation & Commissioning of Ciena 6500 Mux.(VIL Project).

Arranging Materials wherever required & to ensure timely Delivery on field.

Currently working on VIL-MH-Super Collector Project. Co-coordinating with Field & Backend Technical Team wherever Field team needs Support. Getting ORL, APR & LOS alarms clear from Field Teams. Getting ATP Done of Nodes. Getting the Quality Check done from Quality team for Link Handover to Client. Processing TA/DA of Team on weekly Basis.

Reliance Jio Ltd

Since 2nd January 2019 till 19th June 2020

Designation: - Master Supervisor (Deputy Manager)

Responsibility: - To Monitor & carry out Smooth process for Installation & Fault Repair of Jio GIGA FIBER which includes Triple Play Product i.e. HSI/VOICE/STB.

Giga Fiber ONT (Optical Network Terminal) is a dual band Router which operates on 2 Frequency i.e. 2.4 GHz & 5 GHz.

Daily allotting Work orders of Installation & FR to Field Engineers & Supporting those to get the calls completed in desired timeline within TAT & SLA.

Material Reconciliation weekly Basis to ensure proper material allotment to GFE (Giga Fiber Engineer).

Taking Customer Feedback on Engineer Visit & Ensure Customer Satisfaction by taking rating from Customer for the engineer Visit.

Creating Bench Strength of Engineers as per Management Guidelines & Provide them Training & onboarding them as per Work load in JC(Jio Center).

Handling Strength of 25 Engg on Field.

Doing Buddy Ride with Field Engineers to Understand the Challenges faced by them on Field & Resolving their queries for Quality output.

Co-Ordinating with Cross Functions as Sales,O&M,CSD,THD wherever necessary. Additional Responsibility of Selling Extenders wherever customer getting Wi-Fi Coverage Constraint.

Educating them about Extender Features for better coverage & Speed.

Ensuring Sale of Jio Camera to Customers on every FR & Installation Visit.

Providing Daily Closure Report to seniors.

Conducting Weekly Meeting at JC with GFE for Better Interaction & Understand their Pain if any & Motivate them.

Generating Reference Leads on Every Installation & FR Visit done by Engg & Maintain a Record.

TEKCARE INDIA PVT LTD.

Since 27th Sept 2017 till date.

Designation: - Area Service In charge

Responsibility: - To Monitor & Responsible for Day to Day Activities carried out by Service Centre's Handling Consumer Durable Products Service Part.

Brands:

Videocon,Electrolux,Phillips,kenstar,Vise,Hyundai,BOLD,Challenger,DAYTEK,Kelvinator,Living Art, Next, NYC, Sansui

Products:- LED,LCD,Refrigerator,Air conditioner, Washing machine, Air cooler, DRY Iron, Induction Cook Top, Juicer Mixer Grinder, Steam Iron, Water heater(Geyser) etc.

Managing KPI Parameters & to Monitor Daily Closing Calls VS Morning Open Pendency. To Help & Guide where ever my guidance/involvement is required. Handling 2 DSC(Direct Technicians) & 7 ASC's for Kalyan Branch.

Daily Co-ordination with Dealers/Distributors/MT to ensure no Escalation is done to HO or at senior level. Weekly Dealers Visit to address their concern regarding Service part. To Check Defective Stock Lying at Dealers End & PDI to be done for further Process. RGP Process: - Carried at Warehouse Replacements of the Product in warranty/extended warranty wherever unable to arrange spares from Factory team. Handling Transport required to Dispatch of the Material. Assigning Dispatch Route to the Vehicle.

Tata Sky Ltd.

- Since 2nd Jan 2017 till 25th July 2017

- . Designation: - Senior Area Service In charge
- . Responsibility :- Responsible for the day to day activities carried out at ISP such as Fault Repair, Installations, Relocation, De-Installation.
- . Maintaining the KPI parameters as per Management guidelines.
- . Interaction with Dealers, distributors for smooth operations in assigned ISP.
- . Managing C-sat & NPS parameter on monthly basis.
- . Interaction with sales Team to carryout Installation in desired SLA of 4hrs (Retail Sales).

TELESONIC NETWORKS LTD for Bharti Airtel Ltd (MS)

Since 5th Feb 2013 till 30th Dec 2016

- Responsibility: - Installation of LL&PRI Lines, DSL Connection.
- Preparation of Enterprise Customer's BW Feasibility proposals.
- Preparation of Enterprise customer's high bandwidth feasibilities on SDH and Metro DWDM Networks with competitive solution & optimized capex to suit the customer's requirements.
- Diversely Route Network Critical E1s/VC4s to overcome failure in case of Multiple Fiber cuts and hardware failure to increase Resiliency.
- Continuous monitoring & review of processes for the improvement in the overall efficiency of operation.
- Handling escalation and day to day report and forwarding data to senior manager and DGM.
- Getting the Modem Configurations done like Zxycel, Binatone, Beetel, D-LINK, CISCO, from the field engg.
- Co-ordination with Switch & Noc Team for installations of LL & PRI Lines & getting the mapping done from them.
- Interaction with Sales team on day to day basis to achieve the SET Target of installations. • Carry out C-sat Survey & Educate Customers regarding NPS Factor.

Handling strength of 15 engineers on field & backend coordinators. Billing & material management raising MRF(material request) regarding day to day material required for Data & DSL fault repair & installations.

2. ALCATEL-LUCENT NETWORKS INDIA PVT LTD.

Tenure: - 8th Feb 2010 to 4th Feb 2013

- Responsibility: - Installation of LL&PRI Lines, DSL Connection.
- Handling escalation and day to day report and forwarding data to senior manager and DGM.
- Getting the Modem Configurations done like Zxycel, Binatone, Beetel, D-LINK, CISCO, from the field engg.
- Co-ordination with Switch & Noc Team for installations of LL & PRI Lines & getting the mapping done from them.

- Installation and Maintenance of SDH product like tejas MC1, TJ1310, MC4L MC16, TJ1500, ME16, ALU MCC1678, DWDM 1696, 1626.
- Installation and managing of SDH product like BG-20,BG-30,XDM-100, XDM-300,XDM1000,XDM-2000

○ **TATA TELESERVICE MAHARASTRA LTD.**

Organization : Tata Teleservices (Maharashtra) Ltd

Designation : Customer Service Executive
PERIOD: From 20th Sep 2004 to 15th Sept 2007

Job Profile

- Handling Testing Team FWT and CDMA Mobile Phones and Wired line,
- Handling irate customers.
- Handling day to day repair requests.
- Handling complaints related to FWT and CDMA Mobile Phones and Wired line, **DSL and PRI**.
- Handling activity related to ESN change.
- Handling switch related complaints.
- Handling escalated complaints from Corporate Office.
- Co-ordination between field staff and back end for quick resolution of complaints.
- Out calling the customer for confirmation of problem resolution.

2. Transmission and Maintenance Engineer through Emerson Network Power Ltd. Mumbai.

PERIOD:- FROM 16TH SEPT 2007 TO 31ST JAN 2010

† **joined the company as shelter egg.**

It includes maintenance of

- Maintenance of Siemens, Tejas & ECI Multiplexers.
- Carrying hardware upgrades of Muxes & BTS.
- Alarm monitoring and maintenance of Access Network UTSTARCOMM
- Having knowledge of fiber fault finding equipments like OTDR, Power Meter & Power Source.
- Responsible for Maintenance of Motorola & huawei BTS (i.e. alarms & operation) and Router configuration (Cisco) through NOC.
- Monitoring and debugging of problems of BTS and SDH (PRI& Leased Line) links.

- Expertise in the maintenance of various telecom SDH equipment's of different makes like ECI, Tejas, and Alcatel-lucent.
- Carry-out activation of transport modules such as STM-64, STM-16, STM-4, and STM-1 as well as its tributaries particularly E3 and E1.
- Expertise in SDH, DWDM & ASON and Ethernet technology (Fast and Gig Ethernet) and handled various testing equipment's like BERT, SDH analyser and Ethernet tester.
- Provisioning and Troubleshooting Fast Ethernet and Gigabit Ethernet from point to point, point to multipoint and tracking end to end performance report upon customer requirement.
- Handling various testing meters like BERT, Actrena SDH analyzer and Ethernet testers like Sunset, JDSU.
- Hands on experience in CDMA & GSM, BTS, BSC, MSC and associated cards.
- Maintenance of Alcatel equipments, working on DWDM & ASON Technology

Academic Qualification:



Education

- Passed S.S.C. Examination from the Mumbai Board of Secondary Education (1994).
- Passed H.S.C. Examination from the Mumbai Divisional Board (1998).
- Graduate Diploma in Electronics Engg. From NIM (NATIONAL INSTITUTE OF MANAGEMENT) - MUMBAI. (2008)



Interpersonal Skills

- Ambitious & Hardworking, with commitment to excellence & Quick Learner.
- Exceptional trouble-shooter & willing to assume high level of responsibility.
- Excellent communication & easily adapt to new environments. • Effective at multitasking & working under pressure to accomplish overall objectives.

Personal Details:

Date of Birth : *27th Nov. 1979.*

Nationality : *Indian*

Marital Status : *Married*

Hobbies : *Watching T.V, Listening to Music*

All the informations are given here are true to the best of my knowledge.

Thanking You,

Yours Faithfully

(Santosh Gaikwad)