**MITULKUMAR DHAMELIYA**

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**PERSONAL SUMMARY**

Experienced Network and Communication Engineer with a background in Electronics and High-Speed Communication Systems. I have consistently proven my ability to meet deadlines and achieve all work objectives, solve mission-critical problems, and prioritize crucial tasks while maintaining the high standards expected of my role. I am currently seeking a position in a renowned firm to achieve my career goals.

**SKILLS**

* Strong Communication skills
* Good research and report writing skills
* Time management and decision-making skills
* Ability to work under pressure
* Strong organizational skills and a great team player with Interpersonal skills and a Team Spirit
* Professional attitude to duties and responsibilities and work unsupervised

**PROFESSIONAL EXPERIENCE**

**PANAMAX INFOTECH LIMITED | AHMEDABAD, INDIA Jan’ 2017 – July’ 2022**

**NOC (NETWORK OPERATION CENTRE) ENGINEER at Customer support and NOC Department (5 Years 6 Months)**

**Responsibilities**:

* Monitoring, Routing, Testing, and Troubleshooting in SANSAY, IMAX, and 46 lab Switches (VoIP Soft-switches). Provide network connectivity, QoS, account provisioning, and technical support to our corporate clients.
* Work closely with Operations & Infrastructure team members, Project Managers, Software Development and Business Analysts to ensure successful delivery for all projects.
* Responsible for general systems administration, including system configuration management, OS installations, security updates, and urgent system patching.
* Day-to-day responsibilities include corresponding with staff via telephone, email, and in-person resolving technical issues
* Performing equipment setups ( Servers, Firewalls, Miscellaneous Office Equipment)
* Ability to work with the following technologies currently in use: Windows Server and Desktop OS, VMware, LAN, WAN, Telephony, Exchange Server, MS Office, Office 365, and various types of office equipment
* Analyzing the SIP Logs and CDR (Call Details Record) to find the fault in the A-Z route of different vendors and replace them with the best route. Rate, Reporting, and billing Management
* Providing level II technical support for the client. Handling the International Voice call issues such as Call failure, ASR, ACD, High PDD, FAS, No RBT, Mute Call, CLI issue, one-way speech, Packet Drop, and Fax call issues.
* Testing the destinations with the appropriate route and checking the voice quality using the device ATA and softphone (Eyebeam or X lite).
* Analyzing Signaling between the endpoints by the Network Protocol Analyzer (Wireshark).
* Worked on Bill call (Billing and Monitoring sever), Trouble Ticketing tools like Smarter Tracker, Zimbra, Parextech, Favio, and Zoho, and Testing tools like Arptel and I-test, etc.
* Part of a team at the time of interconnection with Telecom Operators like BT, Verizon, Etisalat, Telefonica, Sudatel, PTCL, Roots Communication, Telecom Italia, Viettel, Bharti Airtel, BSNL, Reliance JIO, etc.
* Worked on IP-PBX server with more than 300 extensions. Configuration on IP PBX like adding DID, Binding Extensions, Assigning Ring Groups to Extensions, Call Forwarding, etc.
* Provided support to DID users and end-to-end configuration and report Management.
* Familiar with Linux Ansible and AWS.
* Prepare SOP for routine activities such as Service testing & verification, device integration, customer performance testing, etc.

**IPCOWALA INSTITUTE OF ENGINEERING AND TECHNOLOGY| ANAND, INDIA Jul’ 2013 - Nov’ 2016**

**ASSISTANT PROFESSOR in Electrical, Electronics & Communication Department (3 Years 4 Months)**

**Responsibilities**:

* Teaching and advising undergraduate and graduate students.
* Assisting with different departmental responsibilities and giving academic assistance to Professors and other members of the team.
* Give training, and mentor new Teaching and Laboratory Assistants and other junior staff.
* Conducting research and publishing papers in academic journals.
* Attending conferences and giving speeches on behalf of the institution as appropriate.
* Experiments and research are supervised, and demonstrations are given.
* Answering questions in class, over the phone, or by email.
* Providing feedback on student progress to professors and department heads.
* Writing research proposals to obtain financing.
* Attending faculty and departmental meetings and expressing issues or making improvement ideas.
* Organized Industrial Visits and Educational Seminars, Poster-Presentation, and other Extra Curricular activities for the students.

**TECHNICAL SKILLS**

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| **AREAS** | **TECHNOLOGY** |
| **Operating System** | RED HAT LINUX, WINDOWS, Mac OS, OFFICE 365, CLOUD COMPUTING |
| **Programming Languages** | C, C++, BASH SHELL |
| **Networking** | VOIP-SIP, Asterisk, SIGTRAN, TCP/IP, DNS, DHCP, BGP, OSPF, IP ADDRESSING |
| **Telecom** | 2G,3G, 4G-LTE, 5G, EPC, IMC, PSTN, SBC, Wi-Fi |
| **Server Knowledge** | NFS, SAMBA, WEB Server, MySQL, MAIL Server |
| **Storage Maintenance** | PARTITIONING, LVM, AND FILE SYSTEM MANAGEMENT |

**EDUCATION**

**MASTER OF TECHNOLOGY (COMMUNICATION SYSTEM ENGINEERING) | 2011-2013**

CHAROTAR UNIVERSITY OF SCIENCE AND TECHNOLOGY, ANAND, GUJARAT, INDIA

**BACHELOR OF ENGINEERING (ELECTRONICS & COMMUNICATION) | 2006-2010**

SARDAR PATEL UNIVERSITY, ANAND, GUJARAT, INDIA

**ACHIEVEMENTS & EXTRACURRICULAR ACTIVITIES**

* **Redhat Certified Engineer (RHCE) CERTIFICATE NUMBER: 160-199-394**
* ATTENDED INTERNATIONAL CONFERENCE “ICSSA’09” HELD AT GCET COLLEGE, GUJARAT.
* ATTENDED WORKSHOP ON “VSLI DESIGN” HELD AT GCET COLLEGE, GUJARAT.
* PARTICIPATED IN ROBOFIESTA 2010 HELD AT NIRMA UNIVERSITY, GUJARAT and SPECTRUM’10 HELD AT ADIT, GUJARAT. And PARTICIPATED IN AUTOMANIA IN IMAZE 2008 HELD AT GCET, GUJARAT.
* ACHIEVED 92 %ILE IN GATE (Master Degree Entrance Exam) 2011.
* REVIEWER IN GRD JOURNAL SINCE 1ST DECEMBER 2015.

References available upon request