

NOC ENGINEER

Summary

To work for professional organization that gives an opportunity for growth and to contribute value based management talent along with the seeking guidance from proficient seniors to help me sharpen my skills. To be a part of the team that works in dynamically challenging environment for growth of the organization and helping in achieving goal congruency. Working as a NOC (Network Operation Center) Engineer in Encore Capital Group. That is a leading BPO in call center technology. Having Eight plus years of professional experience, I bring forth a unique set of knowledge and skills which include an in-depth understanding of Business Processes and Structured Methodologies, experience in the Customer Service industry, excellent understanding of Offshore Client requirements, professional education and valuable experience gained mostly while working in last couple of organisation.

Highlights

Service Now, Microsoft Lync, MSN. *VPN: Cisco client, Cisco SSL, Check point Secure client. *Operating System: XP, Windows 7. *Office Tools: MS Office 2007 & 2010

Experience

NOC Engineer Apr 2011 to Apr 2016

Company Name

- Encore capital Group is one of the leading BPO in call centre industry with headquarters located in San Diego, USA.
- They were originally a part of Midland credit management which deals in collection of credit card and house tax loan Payments & also have overseas operations in Costa Rica, Warren, ST Cloud, San Antonio, Dallas, Phoenix and so on.
- Key Responsibilities and Technical Skill Set: Project:-EOS/NOC NOC is a part of Enterprise operations support that deals with the Infrastructure within USA, UK & India.
- Key Responsibilities and Technical Skill Set: Event Management-interpret alerts received via monitoring tools troubleshoot and take necessary remedial actions.
- Incident Management- Handling P1 Outage/Interruption.
- Taking care of incident management L2 and L3 bridges and drive them to resolution using incident management techniques under ITIL guidelines.
- Training new hires in NOC team.
- Alert configuration of server and network devices according to their threshold value specified by the concern team.
- Monitoring infrastructure devices with the help of various tools like Application Manager, Netflow Analyzer and Solarwinds Orion.
- Performing day to day activity which is specific to MCM environment with the help of tools like AS/400, SQL server management Studio and Idera Updating Dashboard, maintaining inventory for all NOC activities.
- Keep tracking of all Service Now tickets and their SLA's.
- Making shift Roster for all NOC engineers.
- Working and updating all the existing and new process documents and NOC day to day activities in Service now Knowledge Management which help the new joiners to understand the job responsibilities of NOC team.
- Working on Solarwinds Orion for configuring alarms, Nodes and other network devices.

ServiceDesk Engineer Level 1 Analyst Dec 2008 to Mar 2011

Company Name

- supported technical troubleshooting for Desktops and Laptops for customers in both the US and China.
- Troubleshooting included all kinds of hardware and software based queries for Win XP, Pro, and Vista.
- After 11 months i was promoted to L2 Engineer.
- As a Level 2 Support, was responsible to coach Level 1 analysts by taking up technical sessions, making shift roster, engineer's attendance & also making pending call reports on daily basis.
- Key Responsibilities and Technical Skill Set: Giving first level support to end users and coordinating with other team for second level support (if required).
- Training new hires in the team as per the process and technical documentation furnished during the transition period.
- Handling all client escalations for the team in an effective manner.
- Critical Documentation, Training and Process Setup/Improvements as well as Customer Interaction.
- Creative bent of mind to track and learn new technologies quickly.
- Managing VC equipment's for connecting video conference across the domestic sites and also booked VC to connect automatically in Tandberg application.

ServiceDesk Engineer and Floor Engineer Jul 2008 to Nov 2008

Company Name

- As a member of the ServiceDesk Team Working on Global Helpdesk & Del-IT Mailbox.
- Taking care of outages and interruptions-following up with NOC, Server and operations to minimize the outage impact on production.
- Deal with all Win 7, XP Pro machines on Network.
- Troubleshooting Client Based Applications (like Prolaw, Qlaw, Noble and GUI etc.) Troubleshoot issues related to VPN connectivity.
- Providing first level support to end user through remote support (RDP, Microsoft Lync, and teamviewer).
- Also working and helping other team members by providing 2nd level support on escalated issues.
- Creating and disabling LAN, I series and noble ids for new hires and NLE's.
- Create and modify Distribution Lists and Generic mailbox on Microsoft exchange mail server.
- Monitoring server performance for latency issues and providing support to end users for resolving latency issues.

- Working on internal and US Intranet for uploading and publish the company documents Working on I series application and noble application for group access, ID creation and password resetting.
- Working remotely on file server to provide access of specific path or department folder.
- As a part of SME team (Tier 2) assisting Level 1 analyst by taking up technical sessions and updating them with current update, new technology and process changed.
- As a member of the Floor Support Team Participate in Floor activities in weekend.
- Taking care of LAN ports with the help of network team and coordinating with the vendor Managing VC equipment's for connecting video conference.
- Daily routine activity while working in morning shift like printer check, VC room check and internet caf© systems working fine and after end of the shift send the checklist of all activities on global mail id.
- Worked as an IT helpdesk at client site Aricent Software Services wherein handled online technical queries of international customers support in all the skills PC (includes win 95, 98, ME, XP) and NT (includes win 2000 and NT).
- Key Responsibilities and Technical Skill Set: Logging call related to IT query through Phone or Emails and coordinate with engineers for resolving the same with in the S.L.A.
- Giving online support to china & U.S users over MSN through "Team Viewer" software.
- Also taking care of compliance issue by filing incident and marked the mail to concerned person or department and follow the proper procedure from ticket opening to closing Manage IT inventory (Hardware and Software) and follow up with vendor calls also.

Jan 2007 to Jul 2008

Company Name

- Worked as a Sr.
- C.S.A as well as Allocator in an inbound process Xerox.
- Where in handled online query of Xerox customers related to their Xerox machine not working and toner booking.
- Following up with field engineer to get the update or status of call for any part change and punching the part detail in ORACLE (if required).
- Key Responsibilities and Technical Skill Set: Logging call related product query & for toner booking in oracle.
- Assigning call to engineer or warehouse and coordinate with engineer for the same.
- Punching install report and inventory also handled sales call.

Education

Bachelors of Arts(BA) Delhi University

Arts 12th Grade PSM Public School Delhi Arts 10th Grade PSM Public School Delhi

Certifications

Diploma (ADCHNP) in Computer Hardware and networking from JETKING, New Delhi. *CCNA trained from NET-TECH Institute (Janakpuri). *LEADERSHIP ESSENTIALS CERTIFICATE: A Certification for learning and understanding the various ways and techniques how to manage a team and work in pressure situations at PC Solution. *ITIL v3 certified. Having good knowledge of incident management.

Personal Information

Father's Name : Mr. Vikram Singh Dogra Mother's Name : Mrs. Soma Devi Date of Birth : January 26, 1985 Gender : Male Marital Status : Married

Professional Affiliations

Sanjay Dogra PROFESSIONAL SUMMARY OF Sanjay Dogra Name Sanjay Dogra Address H No 203, Karan Vihar, Kirari extn-II, Nangloi, New Delhi- 110086

Interests

Permanent address : H No. 203, Karan Vihar, Kirari Extn- II, Nangloi, New Delhi-110086. RECREATIONAL ACTIVITIES 1. Watching Science fiction movies & Action Movies. 2. Interests in Various Sports activities - Cricket & Volley ball. I hereby declare that the statements made in this document are true to the best of my knowledge and belief. Date: Place: (Sanjay Dogra)

Languages

English, Hindi and Punjabi

Skills

a Level 2, analyst, Arts, AS/400, bridges, C, call centre, CCNA, Cisco, closing, coach, Computer Hardware, Hardware, credit, Client, Desktops, Documentation, Engineer, English, Event Management, filing, GUI, Hindi, ids, maintaining inventory, inventory, ITIL, ITIL v, Knowledge Management, LAN, Laptops, LEADERSHIP, Logging, Managing, access, Microsoft exchange, mail, MS Office, Office, Windows 7, Win, Win 7, win 2000, win 95, 98, NT, MSN, Enterprise, Network, networking, Operating System, ORACLE, printer, Punjabi, sales, San, SLA, SQL server, SSL, tax, technical documentation, Phone, Troubleshoot, Troubleshooting, video, VPN, Vista, VC, Xerox machine

Additional Information

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