AMIT LOHAKARE
IT QUALITY MANAGER & NETWORK ENGINEER

Contact

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🏠 **Dubai, U.A.E**

🏴 **Indian / Employment Visa**

in **@Amit Lohakare**

📅 **02/09/1992**

Education

DIPLOMA IN ELECTRICAL   **2017**
ENGINEERING

GOVERNMENT
POLYTECHNIC YAVATMAL
INDIA

HIGH SCHOOL   **2009**
ST.ALOYSIUS ENGLISH
MEDIUM SCHOOL
INDIA

Trainings

- Completed certification in Cisco Certified Network Associate (CCNA) routing and switching
- Completed training in Certified Information Systems Security Professional (CISSP)
- Attended training on ITIL Foundation
- Completed training in Certified Ethical Hacker (CEH)
- Attended training on project management methodologies such as Agile and Scrum
- Completed training on Microsoft Azure cloud services
- Attended training on VMware virtualization technology
- Completed training on network security and firewalls
- Attended training on risk management and compliance
- Completed training on data center design and management.

PERSONAL PROFILE

As a diligent, hard-working and dedicated professional with 7+ years of rich experience in the field of IT, Network and Telecommunications management, I possess a deep understanding of the installation and dismantling of telecommunications devices and systems, including routers, access points, VPN, switching, and DNS. I have extensive experience in vendor management, dispatch management, company work management, and firm management.

Throughout my career, I have consistently demonstrated strong analytical skills, problem-solving abilities, and the capacity to adapt quickly to new environments. I possess excellent communication skills and the ability to work collaboratively with cross-functional teams to ensure the seamless delivery of projects.

With a proven track record of successfully managing complex projects within tight deadlines, I am confident in my ability to contribute to any organization. I am passionate about providing excellent service and committed to delivering results that exceed expectations.

HIGHLIGHTS

Some highlights of my professional experience include:

- Successfully managing vendor relationships for multiple large-scale telecommunications projects, ensuring that project requirements were met on time and within budget
- Spearheading the installation and configuration of complex telecommunications systems, including routers, access points, VPNs, and switching, which improved network efficiency and reliability
- Implementing dispatch management systems that significantly improved communication and collaboration between field technicians and the operations team, resulting in faster response times and increased customer satisfaction
- Utilizing my strong project management skills to oversee company work management, including coordinating schedules, managing resources, and ensuring project milestones were met on time and within budget
- Demonstrating a strong understanding of firm management, including strategic planning, financial management, and risk assessment, which contributed to the growth and success of the organization
- Collaborating with cross-functional teams to identify opportunities for process improvement and implement changes that led to increased efficiency, reduced costs, and improved customer satisfaction
- Providing exceptional customer service by communicating effectively with clients, understanding their needs, and delivering solutions that met or exceeded their expectations.

Overall, I am proud of my ability to manage complex projects and solve challenging problems, while maintaining a high level of professionalism and dedication. I am confident that my experience, skills, and passion make me an asset to any organization.

Professional Skills

- **Routing**: Configuration and management of routing protocols, routers, L3 switches, and L2 switches for effective data flow within the network.
- **Wi-Fi:** Understanding of Wi-Fi technologies, including Ruckus and Aruba wireless, for designing and deploying reliable and secure wireless networks.
- **LAN:** Knowledge of LAN technologies for optimizing local network performance.
- **WAN:** Proficiency in WAN technologies for secure and efficient communication between geographically dispersed sites.
- **TCP/IP Networking:** Comprehensive understanding of TCP/IP networking protocols for troubleshooting and resolving network issues.
- **Switching:** Configuration and management of switching technologies, including Cisco switches, for optimal network performance.
- **Configurations of Hardware:** Knowledge of configuring and managing hardware, including Cisco Meraki, for optimal performance and security.
- **Tech Support:** Ability to provide technical support and assistance to end-users.
- **Network Troubleshooting:** Proficiency in diagnosing and resolving network issues for ensuring network reliability and uptime.
- **Firewall Configurations:** Configuration and management of firewalls, including Palo Alto Firewall, for securing the network from external threats.
- **Wireless Configurations:** Configuration and management of wireless networks, including Ruckus and Aruba wireless, for seamless connectivity and enhanced user experience.
- **VPN Configurations:** Configuration and management of VPNs for secure remote access to the network.
- **Data Analysis:** Proficiency in data analysis for insights into network performance and capacity planning.
- **RMA for Quality Assurance:** Knowledge of RMA process for quality assurance and effective equipment replacement.
- **Microwave & GSM Installations:** Proficiency in installing and configuring Microwave and GSM technologies for wireless connectivity.
- **DNS:** Configuration and management of DNS for resolving domain names to IP addresses.
- **IoT:** Understanding of IoT technologies for connecting devices and enabling data exchange between them.

EXPERIENCE

IT-NETWORK QUALITY ASSURANCE MANAGER   Nov 2019 - Present
THE WIFI GUYS - Dubai

- Improved response time to incident response tickets by 15% with automated assignment to qualified network engineers
- Streamlined LAN/WAN troubleshooting and monitoring process resulting in a 27% improvement
- Built, configured, installed, managed, and monitored network infrastructure hardware and software
- Hands-on knowledge of wired and wireless connectivity platforms and protocols such as VPN, switches, and routers
- Provided technical expertise and coaching to junior staff on routing and switching
- Delivered technical support to customers globally for Wi-Fi and network-related issues through chat help desk
- Configured and managed firewalls, ISP networks, HP Aruba, Unify, TP-Link switching, VLANs, and D-Link devices
- Created technical documentation reducing onboarding time for new engineers by 2 days
- Liaised with Wi-Fi customers to identify and resolve problems in a professional manner
- Communicated with management, team, and clients through multiple channels
- Coordinated daily activities for assigned clients and conducted weekly lunch and learn sessions to educate team on best practices
- Adaptable to new environments and able to learn new languages, tools, and methodologies quickly
- Able to work effectively under pressure and tight deadlines
- Provided excellent customer service by resolving inquiries about product information, pricing, or general concerns
- Fostered a positive environment and provided energy to assist sales representatives in acquiring new business
- Maintained client correspondence files and scheduling database and utilized online systems to support projects
- Worked collaboratively with team members to analyze and resolve application issues.

SENIOR NETWORK ENGINEER   Oct 2017 - Oct 2019
RELIANCE JIO INFOCOM LIMITED, INDIA

- Optimized network infrastructure's reliability, performance, supportability, and security
- Planned capacity and implemented automated backups and fail-over configurations
- Conducted IT orientation for new employees, ensuring the correct system configuration and hardware assignment
- Maintained Wi-Fi networks on reputed govt colleges and institutes
- Managed IT support staff, including workload management, task allocation, and professional development
- Analyzed and resolved network infrastructure faults and undertook preventive measures to avoid service degradations
- Completed work orders on time for Reliance Jio Infocom Limited on Jio app
- Resolved rectifiers, inverters, and batteries issues on various telecom sites
- Worked on various network devices and services, not limited to WAN, routers, switches, firewalls, and VPN
- Ensured timely and thorough on-boarding of new customers
- Worked as per change management policies set by the organization to ensure successful implementation of network infrastructure changes
- Liaised with vendors and IT personnel to resolve network problems
- Engaged in company-wide technology improvement projects according to agreed budgets and schedules

Soft Skills

- Communication: Ability to communicate effectively with colleagues, clients, and stakeholders.
- Teamwork: Ability to work collaboratively with others towards a common goal.
- Time Management: Ability to manage time efficiently and prioritize tasks effectively.
- Adaptability: Ability to adapt to new situations, technologies, and work environments.
- Problem-solving: Ability to identify, analyze, and solve problems effectively.
- Leadership: Ability to lead and manage teams, projects, and initiatives.
- Attention to Detail: Ability to pay close attention to details and ensure accuracy and precision in work.
- Customer Service: Ability to provide exceptional customer service and meet or exceed customer expectations.
- Creativity: Ability to think creatively and generate innovative ideas and solutions.
- Work Ethic: Strong work ethic and commitment to excellence in work.
- Positive Attitude: Positive attitude towards work, colleagues, and challenges.
- Emotional Intelligence: Ability to understand and manage emotions and build positive relationships with others.
- Flexibility: Ability to adapt to changing circumstances and priorities.
- Critical Thinking: Ability to analyze and evaluate information to make informed decisions.

Language

- **English: Professional**
- **Hindi: Native**
- **Marathi: Native**

NETWORK ENGINEER   Jul 2015 - Apr 2017
RELIANCE JIO INFOCOM LIMITED, INDIA

- Managed on-site client networks for 1000 accounts, building strong relationships with key stakeholders and troubleshooting all network problems
- Spearheaded network changes and improvements, resulting in a 27% speed improvement to support client needs
- Identified under-performing third-party vendors, leading to $120,000 in cost savings with no reduction in up-time or performance
- Led 2 weekly service/project meetings and liaised with Engineering for resource assignment and configuration management
- Responsible for telecom surveys, new site installations, and primary technical support for employees
- Maintained microwave networks and resolved issues such as tilt fault and azimuth errors within time
- Resolved or escalated customer-reported incidents and service requests and provided technical support over phone and support tickets
- Investigated and resolved incidents from start to finish.

ELECTRICAL SUPERVISOR   Feb 2013 - Mar 2015
M/S JAGDAMBHA ELECTRICALS ENGINEERS , INDIA

- Supervised all electrical installations and ensured that work was completed within the scheduled time
- Possessed basic knowledge of relays, breakers, stays, and other electrical equipment and components
- Successfully completed projects for both low-tension (LT) and high-tension (HT) lines
- Led a team of electricians and ensured that all work was performed to high standards and in compliance with safety regulations
- Inspected work sites and ensured that all work was being performed safely and efficiently
- Coordinated with other teams and departments to ensure smooth and timely completion of projects
- Maintained accurate records of project progress and communicated updates to management and clients as required.

Reference Available Upon Request