



## ***D. Vasanthakumar***

***RR Donnelley | SME Tech Services – T4 | Tamil Nadu, India***

### **BASIC INFORMATION**

<b>Experience in:</b>	Telecom Industry
<b>Email:</b>	<a href="mailto:vkumarsoft@gmail.com">vkumarsoft@gmail.com</a>
<b>Phone:</b>	+91 9597455474, 9003364946.
<b>Language:</b>	English, and, Tamil.
<b>Address:</b>	No 70, Subramanya Swamy Koil Street, Kangeyanallur, Vellore - 632006.

### **CAREER CONTOUR**

I am unwavering, meticulous, and highly competent in the **Telecom Industry** I have a consistent record of transporting the best results-driven work with a proven ability to implement my work in an organized manner for **15+ years** of my successful career.

My expertise: - Telecom Industry – Avaya PBX Servers, Telecom Infrastructure, Media Gateways, IP Station Configuration, Vendor Management, Project Management, Change Management, IP Telephony, IT Operations, Team Management, Process Improvement, Sourcing and Time Management. I have in-depth knowledge of all ethics of management. I possess effective communication skills and am a team player with strong Organizational, Logical, and Problem-Solving Abilities.

Proficient in managing Avaya PBX servers, including Communication Manager, Avaya Aura, 8800, 8300, CM6, and CM8 servers. Experienced with various media gateways such as G450, G700, and G650.

Skilled in video conferencing systems like POLYCOM and Avaya SCOPIA XT7100.

Expert in IP telephony configurations, covering IP stations, trunks, signaling, media gateways, and network regions.

Proficient in report and recording servers, including CMS and NICE, showcasing expertise in call management and recording solutions.

I have great exposure to working with large-scale organizations like **RR Donnelley, Cognizant**. I have well-versed skills in analysis, problem-solving, and coordination, which make me so successful and dedicated. Strong influencing and negotiation skills coupled with a proven ability to think in and out of the box, generating new solutions.

I have commenced my profession as an **Executive** and risen myself as **SME Tech Services – T4** reputed company. I would like to see myself growing with the passing years of hard work and dedication. I have been awarded many accolades for my result-oriented hard work.

Armed with a multitude of competencies and work experiences, I am confident to carry forward any organization's vision & objectives with sufficient ease and dedication to my job responsibility.

### **EXPERIENCE**

**Aug'2017 – Till Date | RR Donnelley | As SME Tech Services – T4**

#### **Responsibility:-**

- Successfully managed and resolved major incidents related to client critical deliverables, demonstrating a proactive and solution-oriented approach.
- Implemented process improvements to enhance the telecom infrastructure, contributing to increased efficiency and reliability.
- Actively engaged with multiple towers to address and resolve telecom challenges, showcasing versatility and expertise in

managing complex issues.

- Demonstrated a commitment to knowledge sharing within the team, fostering a collaborative and informed work environment.
- Effectively managed SLA and KPI metrics, significantly improving customer expectations and satisfaction.
- Led change management initiatives, ensuring alignment with CAB processes, reviewing changes pre and post-implementation, and maintaining quality in delivery and process definition.
- Played a pivotal role in training, involving, and monitoring team members on change management processes, planning, execution, and post-implementation reviews.
- Managed information security management activities in adherence to corporate processes and client requirements, ensuring a secure and compliant operational environment.
- Spearheaded business continuity planning activities, including simulation exercises, to guarantee the readiness of alternate facilities and services, thereby ensuring effective deliverables management in primary delivery centers for offshore operations.

**Modern Technical Achievements:**

- Voice MPLS Migration Go-Asia Project:
- Successfully executed seamless implementation of Voice MPLS projects across the Go-Asia region.

**Authorization Code Standardization:**

- Planned and executed the activity without impact on the entire facility within the committed window.

**Enabling "HD" (High Definition) Facility in Avaya Phones:**

- Implemented the "G.722 – High definition" feature to all Avaya phones for the Management team, enhancing functionality without impacting existing operations.

**Nice Audit Compliant Issue Resolution:**

- Resolved a Nice Application compliance issue without incurring additional costs, receiving confirmation from the IT Governance team, and closing PCI compliance concerns.

## PREVIOUS EXPERIENCE

- *Feb'2015 – Jul'2017 | Cognizant | As Tech Lead*
- *Jun'2010 – Feb'2015 | Allsec Technology Ltd | As Team Manager*
- *Oct'2006 – Jun'2010 | GTL-Global Innovsource Solution Private Ltd | As Technical Consultant*

## ACHIEVEMENTS

- Accomplished goals that exceeded organizational expectations, leading to recognition and appreciation from the IT head.
- Received commendation and corresponding rewards for outstanding performance.
- Have completed all the tasks/targets within the given time frame.
- Got appreciation and accolades from the clients/customers.
- Got a promotion along with the increment.
- Started my career as an Executive and rose as an SME Tech Services – T4.

## ACADEMIC FORTE

- Diploma in Computer Technology from the State Board of Technical Education and Training in 1999.
- BE in Computer Science from Anna University in 2006.
- MBA in Human Resources Management Annamalai University in 2019.

## TECHNICAL PROFICIENCY

**Well versed with**

- Ms office
- Windows
- Internet application

**Advice for Contacting:** I'm always open to conversation, networking with like-minded professionals, or discussing future prospects. Connect with me on Linked In or contact me at [vkumarsoft@gmail.com](mailto:vkumarsoft@gmail.com)