Lokesh Vijay Malwadkar.

Mobile: 9604126768

Email-ID: lokesh.malwadkar@gmail.com

DOB: 22nd -May -1990

My prime objective is to utilize my present skills to the best of my abilities to deliver successful and on time solutions in a progressive and an innovative organization.

Professional Experience (5+ Years)

CURRENT COMPANY NAME: Persistent System Limited, Pune
DESIGNATION: Lead Systems Engineer
PROJECT: Persistent System Limited
Duration: 17th May 2021 to till date

PREVIOUS COMPANY NAME: VDA Infosolutions Pvt Ltd, Pune
DESIGNATION: Customer Support Engineer
PROJECT: Persistent Systems Limited
Duration: 18th Aug 2014 to 15th May 2021

Skill Set:

- Hands-on experience in Cisco Voice / IP Telephony / UC solutions such as – Cisco Unified Communications Manager (CUCM11.5, CUCM 14.0)

- Cisco Unity Connection Administration (11.5, 14.0)

- VCS Expressway-c (X8.10.4) and VCS Expressway-e (X8.10.4)

- Unified Contact Center Express(11.0,11.6)

- Cisco Session Management Edition (SME)

- Call Unity Express(CUE 8.6.6)

- IP telephony protocols/call control protocols e.g. SIP, H.323, MGCP, SCCP

- Voice Gateways and Routers (SIP Gateways, MGCP gateways, H.323 Gateways)

- Having Hands-on experience on recording tools like NICE, VPI

- Having Hands-on experience of BMC and Summit AI tool

- Having Hands-on experience on Call billing software from ASPL,CUBE vendor

- Having Hands-on experience on VPBX, 8x8 EPABX

- Having knowledge of Wireshark, RTMT

- Having knowledge of Microsoft Office (Word, Excel, Power point, Visio)

Responsibilities:

Currently I have been working for Persistent System Limited.

Responsible for the configuration, maintenance and upgrade of Cisco Unified Communications products   including: Cisco Unified Communication Manager (CUCM Version 14.0), Cisco Unity Connection (CUC version 14.0) , Unified Contact Center Express(11.0,11.6), Expressway-c and Expressway-e, Call billing software ASPL,VPBX,AWS.

- Configure and troubleshooting of route pattern, translation pattern, hunt group.

- Configure and troubleshoot of Device pool, Calling Search Space, Partition.

- Configure and troubleshoot of Geo location, DISA(Direct Inward System Access).

- Configure and troubleshoot IP Phones, IP Communicator, Agent phones.

- Disaster Recovery (DR) for SRST(Survivable Remote Site Telephony) and CUCM.

- Configure and troubleshoot the Voice Gateway, Trunk.

- Configure and troubleshoot CTI route point, CTI port.

- Configure and troubleshoot UC profile and Services.

- Configuring and troubleshooting Video phones (MX300,Spark kit, 8941,9971) related issues

- Configure and troubleshoot UCCX related issues

- Configuring and troubleshooting Application, Trigger, Call Control group and Contact service Queue.

- Configure and troubleshoot Resource group, Skill Group, Script.

- Configure and troubleshoot the Call billing software ASPL.

- Configure and troubleshoot the Virtual PBX, 8x8 EPABX.

- Responsible for taking backup of Voice gateways, CUCM, CUC, UCCX.

- Develop and maintain support documentation including support guides, knowledge base articles, process document and impact sheet for voice infrastructure.

- Responsible for creating Voice diagram and various call flow diagrams in Visio.

- Co-ordinate with different vendor like VPBX, 8x8 EPABX,TATA Centrex.

- Works with Cisco TAC and Service provider like TATA

- Configure and troubleshoot IAM user ,group ,role ,policy, integration with on premises Active directory

- Configure dial plan with calling restrictions by using a combination of calling search spaces, partitions, translation patterns, dial-peers, translation rules and translation profiles.

- Troubleshoot call routing issues using debugs and traces to identify and correct issues.

- Configuring and Troubleshooting Extension mobility related issues.

- Configuring and Troubleshooting Call Forwarding related issues.

- Configuring and Troubleshooting ATA,VG224.

- Configuring and Troubleshooting IP phones (Normal, Agent, CIPC) related issues.

- Configuring and Troubleshooting Cisco Unity voice mail related issues

- Configuring and Troubleshooting call handler, MWI related issues.

- Configuring and troubleshooting Fax (MFP, Personal) related issue.

- Tracing various network ports in Router/Switch and configuring Voice VLAN's.

- Develop and maintain support documentation including support guides, knowledge base articles, procedures and online customer information.

- Ability to complete complex projects and installations successfully within aggressive time frames and budget parameters.

- Troubleshooting various network related issues with Service Providers

- Perform various change activity by adhering change management process.

- Resolving Maximum issues (Task and Incident) in Minimum time.

- Hands on experience on Cisco DNAC for assurance and provision of new devices in SDA Fabric.
- Hands on experience troubleshooting on Cisco ISE 3.3 version for Radius, TACACS and Authentication policies.
- Hands on experience on Configuration and troubleshooting of Cisco WLC 9800.
- Hands on troubleshooting on Configuration of Catalyst switch in SDA fabric as well as in traditional network.
- Hands on experience on configuration and troubleshooting on cisco Meraki Network from scratch.
- Troubleshooting the routing related issues on Cisco SDWAN and traditional ISR 4400 series routers.
- Troubleshooting on Port and traffic blocking / White listing on Palo alto Firewall 420 series.
- Hands on experience implementation of new sites switching and wireless.
- Monitoring all network Devices from Cisco DNAC and V-Manage and working on critical alerts.
- Upgrade of Cisco CUCM, Wireless WLC, Switches router and Voice gateways.
- Integration of catalyst switches in SDA and troubleshooting Device profile related issues.
- Configuration and troubleshooting of Cisco WLC (9800) and Cisco Access Points.
- Configuration and Management of Cisco 9500, Cisco chasis 9400, Cisco 9300, Cisco 9200 series switches.
- Troubleshooting on Cisco ISR 4400 series router and 8000 series SDWAN router via Manage.
- Configuration of VLANS, Inter-VLAN routing, VTP, port security on Switches.
- Upgrade of network devices all types of switches, routers, WLC and call manager.
- Migration of old EOL traditional catalyst device sites to Meraki devices.

Academic details:

Degree	Board	Percentage	Year of Passing
(BA Bachelor Of Arts)	Pune University	Appearing	June-2024
H.S.C	Pune Board	40.83 %	Oct-2009
S.S.C	Pune Board	46.40 %	March-2007

Personal Details:

• **Name:** Lokesh Vijay Malwadkar.

• **Qualification:** B. A.

• **Date of Birth:** 22nd May 1990

• **Language Known:** English, Hindi, Marathi (Mother tongue)

• **Gender:** Male

• **Marital Status:** Married

Declaration:

I do hereby declare that the above details are true to the best of my knowledge and belief.

Place:
Name: Sign: