

AKSHAT KAMBOJ

ITILv4 Foundation Certified

<https://mehroakshat.wixsite.com/akshat-kamboj>

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EDUCATION

- B.Tech (Electronics and Telecommunication) from Amity University, Noida in 2017.
- Intermediate from ST. Thomas School, Central Board of Secondary Education, Delhi in 2013
- High School from ST. Thomas School, Central Board of Secondary Education, Delhi in 2011

PROFESSIONAL SKILLS DEMONSTRATED

BRITISH TELECOM

03/2018 – Present

Project Coordinator

- Working with Customers for **scope validation, requirement analysis** to drive project and making sure for smooth transition from delivery to operations.
- Planning and deployment of new sites projects and ability to **drive UAT** and handover to Operations
- Arranging meetings with external organizations and individuals, enabling all parties to meet and discuss project progress.
- **Managing** a small team of Technical Designer, Commercial and Service request associates. Coordinating with all the stakeholders on the kick-off, issues, and risks, progress of the project/service delivery.
- Responsible for **designing and delivering Work Breakdown Structure** and kept projects on schedule by managing deadlines and adjusting workflows as needed.

Highlights:

- Successfully **delivered BAU and TLM refresh (110 sites)** in North America for PepsiCo International
- Responsible for migrating **1170 MPLS/Internet Circuits** for approx. 740 locations/sites in North America
- Delivered **4G LTE solutions at 1000 sites** globally
- Successfully handled a **global IOS project** in order to patch the vulnerabilities on Network devices.

LIMETRAY

10/2017 – 02/2018

Customer Success Associate

- Developed relationships with clients and provided individualized customer service to maintain longevity of accounts.
- Helped in improving processes by giving knowledge training to customers.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns by working with Account Manager and support teams.

INTERNSHIP and ACHIEVEMENTS

- Completed my Internship from Sterlite Technologies (05/2016-06/2016) on the Project- Smart wastewater Management
 - Provided Solutions and Implementation plans in order to manage wastewater.
- **Top performer-Rated Brilliant** by British Telecom (Given to only top 5 % of Team member)
- Consecutively received **R&R certificates from March 2019-June 2019** for performing work with **quality standards**.
- **Published research paper in IEEE** titled : [Footstep Power Generation using Piezo Electric Sensor](#) which has a working diagram that can be implemented on railway stations and bus stands in order to generate electricity using Piezo sensor.

OTHER RELEVANT INFORMATION

Languages: English, Hindi and German (Beginner)