

CONTACT

✉ vkmanasa2505@gmail.com

☎ +91 9449134882

📍 India

in <https://www.linkedin.com/in/manasa-vk-8b54171a3/>

🌐 LinkedIn.com

SKILLS

Excel , PowerPoint , Ms Word

Analytical skills

Creativity

Inter-personal and organization skills

EDUCATION

Computer Science
Engineering

Aug 2014 - Jun 2018

Shirdi Sai Engineering College

OTHER SKILLS AND ATTRIBUTES

- Quick Learner.
- Good Communication skills.
- Team Player.
- Perform under work pressure.
- Capability to handle challenging tasks.

VK Manasa

NETWORK OPERATION ANALYST



SUMMARY

Seeking an opportunity to work towards the growth of the Organization which provides me a challenging platform to utilize my technical skills and ensures professional growth and personal satisfaction. 2.4 years of experience with Service program managers(Clients and Customer Facing),Technical subject matter experts.

EXPERIENCE

Network Operation Analyst

Sep 2019 - Present

Accenture Solution Private Limited, Bangalore

Client - Verizon communications

Nature of Work - Service Management/Service Level Agreement Specialist

Responsibilities:

- Using MS Office tools and create network reports for client presentations as per the request.
- Report the services used by the customers and their invoicing part also keep track of the changes made to customer's network.
- Knowledge on troubleshooting of remote network equipment's (Cisco and Juniper) using the mainframe commands and functions.
- Monitoring of the circuits for any defects after repair.
- To handle Customized /complex requests (tickets) where in depending upon each request and then provide the network documentation from different tools .
- Strong ability to communicate clearly and appropriately with Service program managers, and technical subject matter experts.
- Creating the trouble tickets for Validation using ETMS tool Document logical and physical network design changes.

Network Operations New Associate

Sep 2018 - Aug 2019

Accenture Solution Private Limited,Bangalore

Project Title - Blue Ocean.

Client - Verizon communications

Nature of Work - Fiber Planning and High-Level Design Responsibilities:

- FTTH, FTTX Network high level Planning & Designing. Monitor ticketing tool tickets and provide solution based on the requirements and troubleshooting based of the issues.
- Monitoring the overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level.
- Finalization and Development of GIS Solution for FTTH Network. Integration of GIS with FMS (Fiber Management System) Preparing Soft & Hard Copies of end to end Network Design diagram.
- GPON Network Optimization for Existing Live Networks. Achieving SLA's, KPI's without any business impact.