



**DEEPAK GOVINDARAJA PERUMAL**

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## **Objective**

Clever Network Planner designs frameworks and development plans to augment network performance and reduce operations costs. Employs new and emerging technologies to reduce impacts from bad actors and support consistent uptimes.

## **Experience**

*2020 - Present*

### **Jio Reliance Infocomm Ltd**

FTTX Engineer

Performed optical test and characterization for fiber optic device modules including visual inspection, insertion loss and return loss testing.

Handled fibers for device routing, ribbon breakouts, component assemblies and custom splicing projects.

Expert in splicing, cleaving, cleaning of fibers and inspection of quality work.

Handled custom projects for creating assemblies with fiber optics (splitter modules, ribbon fan-outs, data reports).

Maintained quality and database records for all products under test for ISO documentation.

Supported inventory control in shipping, receiving and cycle counts.

*2017 - 2020*

### **Transguard Group llc**

Customer service

Promoted company brand and unique offerings through personalized customer service.

Assisted call-in customers with questions and orders.

Handled over calls per shift signing up new customers, retrieving customer data, presenting relevant product information and cancelling services.

Initiated investigations into complex or sensitive complaints, identifying solutions swiftly and to customer satisfaction.

Helped large volume of customers every day by approaching conversations with positive attitude and focus on customer satisfaction.

2015 - 2016

**Ford India pvt Ltd**

Warehouse assistant

Prepared orders for shipment by systematically picking, packing and labeling merchandise.

Kept all documentation and records accurate and up-to-date with latest data to prevent errors in processing or delivery.

Cleaned and maintained warehouse in compliance with OSHA safety standards.

Maintained accurate inventory records to provide data for use in audits and completion of order requests

Satisfied documentation requirements by using SAP software to produce estimates, invoices and tracking spreadsheets.

**Education**

2013 - 2015

**MRK institutions of technology**

Diploma in electronics communication

**Skills**

Network repairs and maintenance

Networking issues

Cabling layouts

Device configuration

Troubleshooting skills

MS Office & Computer skills

**Personal Details**

Date of Birth : 16/09/1993

Marital Status : Married

Nationality : Indian

Language : English, Tamil, Hindi, Malayalam

Passport : P0496371

**Declaration**

I hereby declare that all the information furnished above is true to the best of my belief. I hereby declare that the above particulars of facts and information stated are correct and complete to the best of my belief and knowledge

**Software Skills**

Diploma in cctv camera engineer

Diploma in Network engineer

Diploma in Hardware engineer