RUPA KASSA

NOC/ VOIP Engineer

EXPERTISE IN

Skilled in troubleshooting various VoIP features, including SIP, and T1 trunks, as well as diagnosing issues with VoIP devices such as ATAs/Adtran and IP phones. Committed to providing 24/7 support with flexibility, while effectively collaborating with clients and vendors, and excelling in customer handling and communication.

EXPERIENCE

NOC ENGINEER AT FLIGHTCASE IT SOLUTIONS

April 2023 – Till the current date

Experienced in analyzing SIP traces and managing wholesale and commercial tickets, with a strong focus on troubleshooting various VoIP features and devices, including ATAs/Adtrans and IP phones.

- Analyzed SIP traces using Emperix.
- Configured ATA and IP phones with NetSepian
- Managed routing on Sansay & Veraz server
- Addressed internet /Broadband issues
- Resolved wholesale traffic tickets related to call failures, dead air, DTMF, one-way audio, routing issues, and fax problems,Tollfree issues.
- Handled long-distance issues

PROJECT

Object Detection and Recognition for Intelligent Driving Assistant System using Machine Leaning Techniques

(06/2021 - 03/2022)

■ The project "Object Detection System using Machine Learning Technique" detects objects efficiently based on YOLO algorithm and apply the algorithm on image data and video data to detect objects.

Having knowledge of technology: -
- HTML,
- C language
- SIP/ VOIP

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CONTACT

Rupa.kassa7000@gmail.com
9373747717
Solapur, India 413005

ABOUT ME

Self-motivated and hardworking engineer with 1.7 years of experience. Possesses strong analytical skills and a solutiondriven approach aimed at enhancing operational efficiencies and customer satisfaction. I am passionate about new technologies and eager to adapt to new environments to drive innovation and success.

SKILLS

- **Trouble shooting various VOIP and features.**
- **Expert in voice troubleshooting.**
- **Troubleshooting on VoIP devices like ATA'S/Adtrans and IP phones.**
- **Knowledge in various protocol like TCP/UDP/SMTP. etc**
- **Troubleshooting Long distance issue.**
- **Programming knowledge in ,HTML, CSS, Bootstrap,C++**

Educational details

Bachelor of Technology Computer Science and Engineering
N B Navale Sinhgad college of Engineering solapur
06/2018 – 07/2022 80.28%

HSC
D B F Dayanand College of Arts and Science Solapur
06/2016 - 03/2018, 55.38%

SSC
Umabai Shravika High School Solapur
06/2010 - 04/2016, 78%

CERTIFICATES

(09/2020 - 09/2020)   **BYTES-Coding Event**
Winner of BYTES Coding event in TECHNOSINH

Personal Details

Date of Birth: 09/04/2001
Religion: Hindu
Nationality: Indian
Gender: Female

Language

English
Hindi
Telegu
Marathi

Declaration
I Hereby Declared that the above information is true and correct to the best of my knowledge