

## **AMIT DHIMAN**

E-mail: dhimanamit483@gmail.com

Mobile Number: **+91-8219470810**

### **Career Objective: -**

To work in an organization where I can contribute to the organization's growth and profitability with my skills and in turn get an opportunity to gain exposure and expertise that would help me build a strong and successful career.

### **Profile Summary: -**

**Designation: -** Senior Technical Support Engineer (SMS Operations)

**Work Experience: -** AUG 2022 to till date.

**Total experience: -** 4 Year

**Currently Working: -** Onextel PVT LTD Noida.

### **Project Details & Work Experience:**

**Project: -** Bulk SMS Gateways Operations of domestic and International.

**Designation: -** Senior Technical Support Engineer

- Timely resolving customer complaints regarding their queries help us keep customer promise and Checking SMS logs (Trans SMS, OTP, Promo logs) are generating, checking delivery time, calculating reports & analyzing the delivery percentage.
- Knowledge of domestic and International SMS processes.
- Monitoring network, SMSC connections OUTBOUND messages. Managing configurations & efficient Routing SMS traffic to operator as per the commitment to work closely with the operator for minimalizing the failures.
- Profound knowledge of OSI, TCP/IP, SMPP, Traces.
- Working hands on DLT and its related queries.
- Daily monitoring the SMPP connection status along with the SMS gateway server and making sure that the service is working fine.
- Managing server traffic and storage.
- Providing necessary support to clients in the fields of technical aspects as per the commitment &escalating the Resolving the raised tickets from the client/customer end to the operators through emails/calls.
- HTTPS Create & managed API for the clients to interact with BMG to push the messages. Types of API (XML, Json, Https).
- Front End campaign scheduler and checking campaigns wise reports. Allocate Senders/Templates. Whitelisting/Blacklist MSISDN, Managing Spam Words, All types of accounts (GUI/API/SMPP) operations.
- Knowledge of SMPP call flow, SS7, SIGTRAN.
- Knowledge of WABA SMS RCS messages.
- Knowledge of International SMS Rates and Routing.

### **Experiences: -**

**Onextel PVT LTD:-** Currently working in Onextel PVT LTD Noida.

**NexG Platforms pvt ltd.:** - I was working 2.2 Years in NexG from December 2023 to MAR 2026.

**Vcon intelligent pvt Ltd.:** - I have 1.7 years of hands-on experience, and I worked with V-con pvt ltd (Smartping) from August 2022 to December 2023.

**Education and qualification: -**

<b>Examination</b>	<b>Discipline/ Specialization</b>	<b>School/college</b>	<b>Board/ University</b>	<b>Year of Passing</b>
B.Tech	Computer Science Engineering	Baddi University (H.P)	Baddi University	2021
10+2	Physics, Chemistry, Mathematics, English, Physical Education.	ADARSH SR. SEC. SCHOOL PRAGPUR. (H.P)	H.P Board	2017
10th	Matriculation	GOVT. SR. SEC. SCHOOL Garli. (H.P)	H.P Board	2015

**Hobbies:** Gymming, Basketball, Travelling.

**Soft Skills using in Work Profile: -**

**OS:** - Linux (Cent OS), Windows.

**Programming Skills:** - Linux, SQL, Excel, Notepad++, WinSCP, Wireshark, Postman.

**Personal Details: -**

Father's Name	Mr. Vijay Kumar
Date of Birth:	26 MAY 1999
Permanent Address:	Vill.-Sadwan P.O.-Garli Teh.Pragpur & Distt.-Kangra (H.P)- 177108
Marital Status	Single
Gender:	Male
Nationality:	Indian
Languages:	Hindi & English

**Declaration:**

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

**Best Regards,**

AMIT DHIMAN

