

RENE OJARUWEDIA

Highlights of Qualifications

- ❖ **Telecommunications Specialist** with 5 years of experience in IP, Implementation of Microwave links, Fiber Optics Links, **WAN, LAN, MPLS, IPLC, SDH** connectivity, developed project schedule and provided timely update to project completion.
- ❖ **Coordinated and supported** the delivery of over 100km of fiber optics solutions, 500 backhaul/client microwave radio solutions (Point-to-Point, Point-to-MultiPoint, MPLS).
- ❖ **Implemented** a compatible third-party software "Ubiquiti AirControl" for monitoring network activities and customers' services; achieved **98% visibility** of all network nodes.
- ❖ **Coordinated** weekly technical **meetings**, daily project **stand-ups**, project activities and tasks.
- ❖ **Planned, Scheduled and Coordinated** maintenance activities for **EPC projects**, executed planned outages and turn-around maintenance while maintaining **100%** safe working environment.
- ❖ **Troubleshoot and solved** 1st and 2nd level network related problems with Global Network Operation Center (GNOC) which led to increase in customers satisfaction.
- ❖ Proficient in SQL, Oracle Database, Oracle Primavera P6, Linux/Unix, MS Excel, MS Word, MS PowerPoint, Microsoft Office Suite along with certification in Cisco, and Linux.
- ❖ Member, Project Management Institute, Southern Alberta Chapter (PMI-SAC).

Work History

MainOne Cable (*Provides bulk internet solutions, voice, tier III data center and cloud services*).

Senior Technical Support Specialist

2016 - 2018

- ❖ Coordinated the day to day operations of **Wireless, GSM, 3G, PDH, SDH, technologies** in the Southern region of Nigeria with focus on managing the following constraints (scope, quality, schedule, costs, resources).
- ❖ Translated customers' business solutions to appropriate technical solutions by conducting a detailed needs assessment to understand, anticipate and meet their specific needs.
- ❖ Troubleshoot and resolved 2nd level network related problems using root cause analytical skills which led to increased customer satisfaction and reduced MTTR from 70% to 30%.
- ❖ Implemented various projects (Voice, WAN, LAN, MPLS, IPLC and internet solutions) based on Service Level Agreement (SLA) with customers.
- ❖ Responded swiftly to emergency calls from NOC in the event of a network failure which included backhaul radio failure, fiber optics failure, and enterprise customers' network failure.
- ❖ Reviewed weekly/monthly network reports; recommended alignment of degraded microwave radios and re-splicing of degraded fiber optics cables or high attenuation for both customers and backhaul links.
- ❖ Provided remote support to On-Site Technical Support specialist via TeamViewer to resolve network related issues.

Technical Support Specialist

2014 – 2016

- ❖ Executed RPRs (re-provision requests) on DragonWave HC+ & Harmony Enhanced, Huawei OSN series (OSN 3500, OSN 550 & OSN 8800), ECI box (BG-20, BG-30 & NPT-1200), Ubiquiti Networks (Nanobeam, AirFiber, Rocket) and Ceragon (IP-10, IP-20) platforms with minimal supervision.
- ❖ Troubleshoot Active Directory, DNS, DHCP, IP Addresses, File and Print Server, Symantec Firewall, Wireless connectivity for both internal and external customers.
- ❖ Provided remote hands support for Hardware installations, Interface card removal and installation, Testing of carrier circuits, Graceful shutdown of Cisco switches and Routers (2960 series, ASR1000 & 9000 series, ASA 5505 firewall, Cisco Small Business).
- ❖ Provided continued maintenance of network infrastructure (fiber optics cable and microwave radios) to meet internal and external customer requirements.
- ❖ Provided continued maintenance of network infrastructure (fiber optics cable and microwave radios) to meet customer requirements.
- ❖ Evaluated and updated documentation of metro fiber optics network weekly for accuracy.

Awesome Engineering Services Limited (Engineering, Procurement & Construction)

Maintenance Planner/Scheduler- Consultant

2014 - 2018

- ❖ Prepared and maintained different projects schedules using Primavera P6.
- ❖ Monitored critical path activities with project team to ensure Critical Milestone dates were met according to plan.
- ❖ Provided project reports which included Critical Path Analysis, S-curve and schedule forecast using Primavera P6.
- ❖ Maintained project baseline by providing regular weekly schedule updates, progress reports and snapshot of activities to track project variances.
- ❖ Cultivated and strengthened lasting client relationships by meetings.
- ❖ Increased equipment's availability by 35%, by tracking, re-ordering and managing level of spare parts.
- ❖ Reduced operational expenditure by 10% through planned maintenance which minimized service disruptions, extended asset life and Increased reliability of system components.

Starcomms PLC (Provides mobile, fixed broadband and Internet services)

Field Operations Technician

2009 – 2013

- ❖ Performed routine O&M procedures as prescribed for Power, Transmission and BTS Radio networks.
- ❖ Responded to emergency faults escalated by NOC team and ensured all faults were rectified promptly within contracted SLA.
- ❖ Escalated network level-2 trouble tickets to appropriate departments within stipulated SLA timeline.
- ❖ Ensured installation and maintenance work undertaken by contractors or vendors met organization specifications.
- ❖ Maintained a comprehensive set of records of all transmission links, BTS Sites, Power Equipment and spares within the designated area.

Rainbownet Limited (Provides mobile, fixed broadband and Internet services)

Network Technical Analyst

2006 – 2009

- ❖ Ensured network, system and data availability through preventative maintenance and upgrades.
- ❖ Administered Oracle Database and Solaris System and develop tools & monitoring scripts using Unix Scripts.
- ❖ Monitored and provided network performance statistical reports for both real-time and historical measurements
- ❖ Implemented technical procedures and standards for preserving the integrity and security of data, reports and access using SQL.
- ❖ Provided analysis and feedback on network status to the relevant planning units based on specific KPIs such as Processor Load, BTS load status, and call drops using Microsoft Excel.

Education

Institute of Management and Technology - Enugu

❖ **Higher National Diploma:** Electrical/Electronics Engineering

2000 - 2002

❖ **National Diploma:** Electrical/Electronics Engineering

1995 - 1998

Affiliation

❖ Member, Project Management Institute Southern Alberta Chapter.

Certifications

- ❖ Project Management Professional (PMP) – *In view*
- ❖ Cisco Certified Network Professional (CCNP) Routing and Switching
- ❖ Oracle Database SQL Expert
- ❖ Oracle Primavera P6
- ❖ Linux Administrator
- ❖ Oracle Database Administrator-1