



# RAMESHWAR RITESH AHIR

## NOC TEAM LEAD

I am a qualified and professional NOC Engineer with three years of experience in NOC engineering and network engineering. Strong creative and analytical skills. Team player with an eye for detail, taking all challenges head on. Currently studying CISSP and Part-Time Student at the University of Mauritius for a Master's in AI

## EXPERIENCE

### NOC TEAM LEAD

Rank Interactive Mauritius

October 2022 - Present

- Providing first and second level troubleshooting
- Incident management (ITIL Process proficient)
- Monitoring network performance both for application layer and network layer (Digital and physical network platform)
- Manage a team of 8 NOC Engineers working on 24x7 shift

### TELECOMMUNICATIONS ENGINEER

Huawei Technologies Mauritius

October 2021 - May 2022

- Worked with third parties such as Mauritius Telecom and Emtel to implement new equipment and create reports.
- 5G implementation for wireless mobile networks
- HCIA 5G certified
- Troubleshooting on site/remote issues for on-site engineers

### TELECOMMUNICATIONS ENGINEER

Huawei Technologies Mauritius

July 2020 - August 2020

- As part of my degree industrial training
- Worked in the Safe City Mauritius Police force project together with Mauritius Telecom
- Approval and supervise work of subcontracting companies
- Ability to work under pressure and provide solutions

### CUSTOMER SERVICE REPRESENTATIVE

INTELCIA Mauritius

February 2017 - August 2017

- Customer first line of contact
- Providing level 1 troubleshooting for telephone, mobile and cable issues including sim cards restarts
- Provide answers for all customer requests such as existing products,



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Petit Verger, St Pierre, Moka,  
Mauritius



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## SKILLS

- AWS CCP Certified
- Leadership and Analytical skills
- Willingness to learn and adapt
- Programming(CSS/HTML/Java script/Python/Java)
- CCNA/CISSP/ITIL/DevOps knowledge
- Strong Communication skills(English and French)

## EDUCATION SECONDARY SCHOOL

Mahatma Gandhi SS Moka  
2010 - 2016

## BACHELOR OF TELECOMMUNICATIONS ENGINEERING WITH NETWORKING

University of Mauritius  
2017 - 2022

## LANGUAGE

English  
French  
Hindi

## ADDITIONAL SKILLS

- Fitness instructor/Coach
- National athlete/triathlete for the past 10 years
- Spinning instructor(Part-time)
- Football player
- Ability to motivate people People management skills
- Natural leader
- Certified football Referee
- Sports Event Organiser



## FACTORY HELPER

World Knits Ltd

November 2014 - January 2014

- Help move around ballots of clothing
- Working in cutting section where large clothes are segmented into shapes for the desired purpose
- Working on a 10 hour shift including weekends