

Ganesh Roy
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Telecommunications professional with more than 20 years experience successfully managing and fulfilling customers' needs by skillfully building strong relationships, assessing business needs and implementing creative and cost effective solutions.

Self-oriented with passion for attention to detail and meeting deadlines.

SENIOR VOIP/PBX DEVELOPER MAR 2012 - Current Self-owned consulting telecom for enterprise customers in town and overseas clients.

- Assist customers with negotiating contracts with telecom vendors.
- Working with local & overseas carriers and managing telecom projects for customers.
- Exploring ways to save monthly telecom dollars for customers.
- Managing contractors to perform telecom duties for customers.
- Development of Custom APIs to extend support and capabilities to perform various task which supports wide range of applications.
- Development and Deployment of additional layer of security to help my clients to setup VOIP systems with reseller profiles.
- VOIP Integration with existing CRM systems with features like - Click to Call, Callback, Caller ID manipulation
- Billing system and SMS gateway integration that allow my clients to setup fully customizable communication system with Billing facility.
- Custom API development to enable cross platform application support along with Push Notification Proxy server development (APN VOIP Push, Firebase).

PBX Systems Engineer June 2000 – Jan 2012

PBX system installation, setup and configuration. Engineered PBX, Data, and VOIP quotes, provided technical support to (75) Account Executives

- Surveyed a large, multi-state telecom corporation to determine their need for a call accounting application and in the process built a positive relationship with the customer. Also surveyed their existing equipment and determined what their level of need was for a call accounting application. Engineered a new call accounting application and signed them to a new \$80K maintenance contract.

- Engineered a \$1 million telephony solution that was sold to a local utility organization. Researched products, decided on quantities and levels of operations. Provided a multi level platform of TDM and IP Telephony technology to replace the existing antiquated telephony solution.
- Worked with multi-site national organization with sales engineers in other states to provide a complete corporate solution sold to the customer. Made a number of Customer Presentations with AEs and without.
- Provides compilation of records and reports concerning network operations and maintenance. Troubleshoots network performance issues. Analyzes network traffic and provides capacity planning solutions

Summary of Qualifications:

- Working knowledge in VOIP environments and installing security, SAN and VM Ware as well as IVR and CVP
- Familiar with managing Cisco Unified Call Center Managers, UNITY voicemail systems, SIP voice gateways
 - Hands on experience in setting up IP phone provisioning feature, Troubleshooting and resolving issues of IP Phones like – Polycom, Grandstream, Cisco, Fanvil.
- Superior critical thinking and analytical skills
- Strong customer service and communication skills

Education

Department of Electronics and Accreditation of Computer Courses 'A' Level, Jadavpur University
 Master of Computer Applications, IGNOU.