



## Praveen A E

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**Address:** ALASSERIL HOUSE  
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PIN: 688530  
**Email:** jypraveen@gmail.com

Experienced at working in a fast-paced and demanding environment, hardworking, self-motivated, quick learner.  
Experienced professional with more than Seven years experience in Telecom field with team management skill

### EXPERIENCE (7+ YEARS)

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#### **MobME Wireless Solutions**

March 2017-Present

##### **Assistant Manager-Administration**

- General administrative and clerical support including mailing, scanning, faxing and copying to management
- Managing telephone and mail enquiries
- Managing other administrative staffs
- Office and facilities management
- Answer employee's queries
- Arrange travel accommodations and process expense forms
- Help to execute company events
- Maintain office supplies by checking inventory and order items.

##### **Additional Responsibilities**

- Updated and maintained employee records and benefits information
- Helps in preparing HR documents
- Assisted in Interview preparations by contacting references

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#### **Senior Support Manager, Telecom**

June 2015-Feb 2017

##### **Lead Monitoring and Scheduling team**

- Manage the entire team (Monitoring and Scheduling)
- Provide direction, guidance and assistance to the team
- Built positive team spirit and competitive work environment
- Allocating jobs and workloads to individual team members based on their ability
- Implementing new initiatives and making sure all team members understand them.
- Manage day to day activities in Spread sheet and arrange their Daily Work Shift
- Work with team members and held monthly meetings regarding goals and tasks.
- Managing all team members comp-off and Leave tracker
- Providing accurate information to senior managers on key issues.
- Solve the internal team members issues related to work and other.
- Identify strengths and weaknesses in existing data collection and management systems and propose solutions along with the M&S team.
- Keep abreast of developments and progress in order to advise and recommend tools and strategies to increase program performances and results.

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#### **Support Manager -Telecom**

April 2012-May 2015

##### **MIS Reporting**

- Verify the automated reports generated by the Support Engineers and forward to the clients
- Send the USSD/IVR and SMS scheduling reports to the clients on a daily basis.
- Support the M&S team in reviewing the performance of existing management information systems to help identify potential modifications or resources

- Support M&S team in reviewing MIS reports to ensure high quality reports are submitted on time.
- Review and analyze weekly reports with the M&S team to identify the causes of potential bottlenecks in project implementation and to enhance quality of reporting.

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## Support Executive-System Monitoring

August 2010-March2012

### Monitoring - Quality Analysis & Testing

- Monitor the product and services flow check at specific intervals
- Support all Monitoring and Scheduling initiatives for assigned products and services including monitoring data quality, tracking the progress of activities, and contributing to team building initiatives as necessary.
- Support the Monitoring and Scheduling team in creating a framework and procedures for the monitoring and evaluation of products and services.
- Suggest solutions to facilitate data collection and the flow of data within M&S team.
- Raise tickets for issue redressal with Engineers
- Communicate to the Circle Account Managers about the issues and update the clients.

### Scheduling

- Collect the content and base from the telecom providers and schedule campaigns/SMS for them.
- Schedule OBD, IVR & USSD for each telecom provider.

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## EDUCATION

### Karnataka State Open University

2012-2015

Bachelor of Computer Application

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### Sree Narayana Memorial Govt. Boys HSS Cherthala

2007

HSE -Higher Secondary Examination

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### St.Francis Assisi HSS Arthunkal

2002

SSLC - Secondary School Leaving Certificate

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## PERSONAL SKILL

- Ability to work well in a team
- Excellent analytical & logical skills for problem solving and troubleshooting
- Ability to work under pressure and meet deadlines
- Dedicated and Goal oriented

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## REFERENCE

NITHYAN MARTIN

VP-Operations

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## PERSONAL DETAILS

Name: Praveen A E

Father's name: A J Emmanuel

DOB: 06th Nov 1986

Gender: Male

Marital Status: Married

Nationality: Indian