

CURRICULUM VITAE

ARUN RAMESH DAFDA

Building 584, Road 1611, Block 216, Muharraq, Bahrain. MOB.

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OBJECTIVE

An ambitious and results-driven individual with strong academic credentials combined with “real world” business experience and a diverse background of extra-curricular activities and interests. Possess strong leadership skills along with the ability to deal creatively and practically with legal problems/issues and interact effectively with colleagues and clients.

SKILLS & ABILITIES

Proficient in: Adobe Photoshop, FreeHand 10, MS Windows, MS Word, MS Excel, 3D Max, AutoCAD, CRM (Customer Relation Management), AssystWeb, NCE (GPON/COPPER), N2000, Orchestration, MIMS (Field Force System), Seibel, Cross Map, BSS (Business Support System), LPAM Plant Routing in Telecom, Web Surfing and various other software’s of multimedia and technology.

EXPERIENCE

[2023-APR]– [2023-JUN]

WHITE PEARLS COMMUNICATION— A CONTRACTOR OF BAHRAIN NETWORKS “BATELCO”

Key Responsibilities –

- Lead Senior Technician for FTTR (Fiber to the room) also known as Redbox Premium.
- Installation and Assurance of FTTR service all over Bahrain.
- Survey execution for FTTR and Redbox (Copper) across Bahrain.
- Configurations of Huawei ONT HG8141XR, Huawei OptiXstar ONT K662d.
- Installation and Assurance of Redboxes (Copper).
- Installation and Assurance of 5G CPE.
- Internal Wiring for Redbox and as raised by the customer to Batelco.

[2021-MAR]– [2023-APR]

WHITE PEARLS COMMUNICATION— A CONTRACTOR OF BAHRAIN NETWORKS “BNET”

Key Responsibilities –

- Lead Senior Controller – Team Lead for both Assurance and Delivery Departments.
- Looking after all the operational work related to the BNET Telecom

Project.

- Voice and Internet configurations (PBX, ISDN, GPON PBX, BRI Lines, Copper and GPON Configurations, SIP Trunk, Bridge Modes etc.)
- Controlling Telecom Technicians for the Installation & Maintenance of Fiber Optics and Copper Telephone/ Internet Connections.
- Customer Dealing, information's, guidance, suggesting types of telecom products.
- Providing the teams with proper instructions & orders for installation & maintenance on daily basis and according to the priority.
- Creating & submitting Charts and DAR (Daily Activity Reports) for daily orders and technician's progress/ performance & attendance.
- Working in time accordance to the KPI's (Key Performance Indication) & SLA (Service Level Agreement).
- Trouble shooting/ Diagnosing faults & complaints Remotely (Genuine and Non-Genuine).
- Follow-up, Checking and testing the lines individually for best customer satisfaction and controlling the flow of complaints.
- Coordinating/Emailing the matter/ complaint to their concerned departments for their actions.
- Providing Maps & location to other contractors for road works or for Installing or dismantling Cables, Equipment's etc. From MDF's or any other area.
- Arranging Access/ Pass for the teams to restricted areas, or any other Government Houses & Buildings in line with the concerned officials.
- On Call Support to all the service providers across Bahrain.

[2017] – [2018]

HORIZON TELECOM SERVICES – A CONTRACTOR OF BAHRAIN TELECOMMUNICATIONS COMPANY “BATELCO” Key Responsibilities –

- Controlling Telecom Technicians for the Installation & Maintenance of Fiber Optics and Copper Telephone/ Internet Connections.
- Customer Dealing, information's, guidance, selling and suggesting types of telecom products.
- Providing the teams with proper instructions & orders for installation & maintenance on daily basis and according to the urgency.
- Creating & submitting Charts and DAR (Daily Activity Reports) for daily orders and technician's progress/ performance & attendance.
- Working in time according to the KPI's (Key Performance Indication).
- Trouble shooting/ Diagnosing faults & complaints from the system.
- Follow-up, Checking and testing the lines individually for best customer satisfaction and controlling the flow of complaints.
- Emailing the matter/ complaint to their concerned departments for their actions.
- Providing Maps & location to other contractors for road works or for

Installing or dismantling Cables, Equipment's etc. From MDF's or any other area.

- Arranging Access/ Pass for the teams to restricted areas, or any other Government Houses & Buildings.

HORIZON TELECOM SERVICES – A CONTRACTOR OF BAHRAIN TELECOMMUNICATIONS COMPANY “BATELCO”

[2014] – [2016]

Key Responsibilities –

- Worked as a Telecom Technician.
- Worked in Installation & Maintenance Dept.
- Installing PABX Lines, Hunting Lines & Shifting Lines.
- Installing various routers & devices.
- Installing, laying, wiring & connecting Optical Fiber (GPON) & Copper Drop Wires.
- Telephone Lines, Internet Connections, Installing and connecting 4G Devices, Configuring Routers.
- Solving Complaints, Following up with customers, Testing both internet and telephone lines for speed and performance.
- Fault Tracing, Fault Diagnosing, Cables Laying.
- Knowledge of using highly advanced tools for telecommunication.
- Worked in MDF's, Manhole Joints & repairing damaged cables.
- Installed lines in well reputed Companies, Security Departments, Government Sectors, Malls, Universities, Restaurants, Warehouses & Homes of Reputable Clients.

PLATINUM CLEANING & MAINTENANCE CONTRACTING W.L.L.— A CONTRACTOR OF HORIZON TELECOM SERVICES.

Key Responsibilities –

- Worked as an Assistant to the General Manager.
- Assisted in Accounts Section.
- Creating Salary Sheets, Logs, Transport Monitoring, Petty-cash, Drafting Letters, Quotations, Purchase Orders, Requisitions & Bank Queries.
- Working with Bahrain's Online Visa System & documentation clearance.
- Following-up with DAR and other concerned files and documents related to the cleaning work progress.
- Creating Charts, Reports & keeping records of labor with all their relevant documents and keeping the records updated.
- Worked as a Cleaner in Bahrain's well Reputed Restaurants such as; Asha's, Pink Berry, Sarai Amwaj Island, I-Hop, Montreal Car Showroom etc.
- Also worked in BATELCO as an Assistant to the Telecom Technician.

A.T.S. ADVANCED TECHNOLOGY SERVICES. – A [2013] – [2014] VENDOR OF

PTCL FOR TELECOMMUNICATION & HVAC.

Key Responsibilities –

- Worked as an Assistant to the Operations Manager cum Accounts Assistant.
- Assisted in operating teams for Complaints, Installation & Dismantling Tasks.
- Following-up with teams for any kind of requirements on sites.
- Keeping records of Attendance, Completed Tasks/ Sites & DAR.
- Filing & Dispatching Documents.
- Creating Store Requisitions, Quotations, Tenders, Salary Sheets, Invoices, Purchase Orders & Delivery Orders.
- Keeping Record of Inventory and Stock.
- Visiting Sites to Survey/Monitor the On-going work.
- Delivering Files & Documents for Signing or other purposes in various PTCL Exchanges.
- Empowering/Motivating Teams for Performance.

G.G.C. GHOURI GROUP OF CONSULTANTS.

[2010] – [2011]

Key Responsibilities –

- Worked as an AutoCAD Operator.
- Creating & Drafting 2D Drawings for Bungalows, Parking Lots, Roads, Elevations, Cabling Drawings Etc.
- Filing & Dispatching Documents.

S.H.G. SHAH GRAPHICS.

Key Responsibilities –

- Worked as a Graphics Designer.
- Designed Broachers, Logos & Signs, Labels & Packs, Book Covers, Advertisement/ Magazine Covers, Vector Art Etc.

EDUCATION

**BOARD OF INTERMEDIATE EDUCATION – INTERMEDIATE -
PRIVATE, KARACHI**

2013

2009

**BOARD OF SECONDARY EDUCATION – METRICULATION -
PRIVATE, KARACHI**

CERTIFICATION/ COURSES

- INFRA Awarded Certificate for AutoCAD

- Appreciation Certificate (White Pearls Communication)

PERSONAL INTERESTS/ACTIVITIES

- Avid reader of English Literature & Reality/Bio Based Stories.
- Creative in various Software's of Telecommunication, Music, Videos, Photography, Graphic Designing, Databases etc.

PERSONAL INFO

- Full Name: Arun Ramesh Dafda
- CPR: 900930489
- Passport No.: AA7575893
- Marital Status: Married

TRAVEL & PLACES

- Four Years in Bahrain (2014 – Present) – For Work
- Five Years in Dubai U.A.E. (2000 – 2005) – Resided and Studied

LANGUAGES

- English – Fluent in reading, writing and speaking.
- Gujarati – Mother Tongue
- Urdu – Fluent in speaking
- Arabic - Basic