



SAURABH BAJPAI

Taipei 116074

886-965392139

saurabh_bajpai@hotmail.com

Dynamic Technical Consultant with 13+ years of extensive experience in telecommunications and network technology, driving impactful solutions across various high-stakes projects. Expertise in leading migrations and enhancing operational efficiency through automation, while consistently exceeding project targets. Proven ability to forge strong client relationships and deliver exceptional support at global levels. Skilled in managing complex system integrations and optimizing service management platforms, ensuring seamless operations and customer satisfaction. Committed to advancing technology solutions that drive business success and innovation. Detail-oriented, organized, and meticulous employee. Works at fast pace to meet tight deadlines. Enthusiastic team player ready to contribute to company success.

Contact Details

- TW (+886-965392139)

Areas of Expertise

- Ability to Multitask
- Leadership
- Problem Solving
- Communication
- Fast Learner
- Networking
- Time Management
- Value-Added Services (VAS)
- Ability to Work in a Team
- Telecommunications
- Adaptability

Career Experience

May 2025 -
Current

Solution Consultant

Shanda Information Co. LTD, Taipei

- Assigned on Nokia related products. & projects.
- Analyzed and resolved complex network problems for end-users.
- Reviewed problem logs to identify recurring problems and coordinated issue resolution activities.
- Performed user acceptance and integration testing to produce system enhancements and upgrades.
- Collaborated with management, internal and development partners regarding software application design status and project progress.
- Analyzed proposed technical solutions based on customer requirements.

November
2023 - April
2025

Technical Consultant

YUWEI Information Technology Services Co., Ltd.

- Completed TWM North, South and Central Nokia's PCRFs upgrade with Zero Errors.
- Coordinated with other engineers to evaluate and improve software and hardware interfaces.
- Delivered unit-tested systems within customer-prescribed timeframes.
- Coordinated deployments of new software, feature updates and fixes.
- Proved successful working within tight deadlines and a fast-paced environment.
- Acted as a TPM and completed FETs Nokia's Evolved Packet Core Migration with in timelines.

May 2020 -
November
2023

Technical Consultant

Relay Telecommunication Limited

- Achieved and surpassed Nokia's targets for various projects, including TST Roaming and 5G

Migration support.

- Led successful migrations for approximately 10 million subscribers to Nokia Policy product, ensuring timely deployment and integration.
- Enhanced operational efficiency by implementing automation tools, significantly reducing task durations.
- Managed customer engagements and provided global L3/L4/R&D support, fostering strong client relationships.
- Spearheaded upgrades for NPC (PCRF) and VoWifi AAA solutions, completing projects with meticulous planning and execution.
- Developed positive working relationships with stakeholders to effectively coordinate work activities.

April 2019 -
June 2020

Module Lead

Mindtree, Gurugram

- Led implementation of Nokia's Surepay charging solution in Cambodia, ensuring timely issue resolution and effective project sign-off.
- Managed successful migration of OutBound Roamer for Taiwan's TST operator, achieving first global success of Nokia's SPS product.
- Coordinated with project managers to enhance delivery processes and contribute to operational excellence.
- Monitored post-go-live operations to maintain service quality and customer satisfaction.
- Developed strategies for optimizing service management platforms and OSS/BSS components.

January
2019 - April
2019

Support Engineer

STL - Sterlite Technologies Limited, Ahmedabad

- Working on service management platform and handling OSS, BSS Components.
- Daily Performance Monitoring and logs monitoring of application and database servers for critical errors/issues, as well as providing resolution within customer's defined SLA's.
- Maintaining data and file system using backup as per requirement and regularly system-state backup of all servers.
- Handling complaints related to dynamic authentication, authorization and accounting (AAA), Policy and Charging Rules Function (PCRF) of subscribers on RADIUS protocol and Diameter Protocol.
- Installation, Commissioning & Maintenance of Crestel application & database Page 1 of 5 servers.
- Handling issues related to subscriber's profile, transactions, Prepaid/Post- paid billing, staff addition and deletion.
- Analyse AAA, PCRF, OCS and BSS components CDR and logs as per complaints from NOC team.
- Verify packages configuration's rating and other parameters for Post-paid and Prepaid.

May 2015 -
January
2019

CSR (Customer Service Request) Support

Vodafone, IDEA, AIRCEL, Gurugram

- Handled various CSR related to Charging System PAN INDIA Operators.
- Got appreciation for quick issue resolution.
- Done Upgrades of CSNMT, SDP, CCN, OCC, NGVS

May 2015 -
January
2019

Senior Intelligent Network Engineer

Ericsson, Gurugram

- Worked as Senior Solution Integrator/ Senior Support Engineer for Ericsson. Accepted Challenging Assignment in a Dynamic Organization in the Field of Network Technology / Telecom/System Administration.
- Solution Integrator/Support Engineer – Ericsson Charging System for the past 3 years.
- Having around 5 years of experience in Intelligent Network domain in development, planning, implementation, testing, support and configuration field.

- Experience in Ericsson Charging Systems Nodes like SDP, CCN, AIR, NGVS, CSNMT, OCC, Project Implementation, Planning, Integration, Support, Testing, Administration, and Operations & Maintenance. Solution Integrator for CS18 Ericsson –MTN Ivory Coast. August 2017 - December 2017 (5 months)
- Complete Charging System Swap from HUAWEI to Ericsson Charging System.
- Migration of Online Charging System to Ericsson Charging System.
- Complete Configuration of all the Nodes such as, SDP, AIR, NGVS, CCN, OCC, CSNMT.
- Third Party communication and implementation with them for all the CS nodes. Solution Integrator for CS16 Ericsson –MTN Zambia July 2016 - November 2016 (5 months)
- Complete Charging System Swap from HUAWEI to Ericsson Charging System.
- Migration of Online Charging System to Ericsson Charging System.
- Complete Configuration of all the Nodes such as, SDP, AIR, NGVS, CCN, OCC, CSNMT.
- Third Party communication and implementation with them for all the CS nodes.
- Technical Support Engineer for Mobile Broadband Charging – Idea India May 2016 - June 2016 (2 months)
- IDEA PAN India MBC integration.
- Complete configuration related to CCN/OCC with SAPC and SDP.
- Successful Go-Live of IDEA PAN India. Support Engineer for Vodafone IN Modernization CNS Support – Vodafone India August 2015 - November 2015 (4 months)
- Operation and Maintenance of system after Go-Live.
- Taking regular meetings with customer, related to their queries.
- Solved various on the spot cases related to CCN, SDP, OCC, AIR, NGVS, NGCRS Solution Integrator for Vodafone IN Modernization – Vodafone India May 2015 - August 2015 (4 months)
- Installation of SDP and complete configuration with all the connectivity with STP.
- CCN Installation and configuration.
- Customer knowledge sharing.

August 2017
- December
2017

**Solution Integrator for CS18 Ericsson –MTN
Ivory Coast**

Ericsson

- Complete Charging System Swap from HUAWEI to Ericsson Charging System.
- Migration of Online Charging System to Ericsson Charging System.
- Complete Configuration of all the Nodes such as, SDP, AIR, NGVS, CCN, OCC, CSNMT.
- Third Party communication and implementation with them for all the CS nodes.

July 2016 -
November
2016

**Solution Integrator for CS16 Ericsson –MTN
Zambia**

Ericsson

- Complete Charging System Swap from HUAWEI to Ericsson Charging System.
- Migration of Online Charging System to Ericsson Charging System.
- Complete Configuration of all the Nodes such as, SDP, AIR, NGVS, CCN, OCC, CSNMT.
- Third Party communication and implementation with them for all the CS nodes.

May 2016 -
June 2016

**Technical Support Engineer for Mobile
Broadband Charging**

Idea, Pune

- IDEA PAN India MBC integration.
- Complete configuration related to CCN/OCC with SAPC and SDP.
- Successful Go-Live of IDEA PAN India.

August 2015
- November
2015

**Support Engineer for Vodafone IN
Modernization CNS Support**

Vodafone India, Lucknow

- Operation and Maintenance of system after Go-Live.
- Taking regular meetings with customer, related to their queries.
- Solved various on the spot cases related to CCN, SDP, OCC, AIR, NGVS, NGCRS

May 2015 -
August 2015

**Solution Integrator for Vodafone IN
Modernization**

Vodafone India, Lucknow

- Installation of SDP and complete configuration with all the connectivity with STP.
- CCN Installation and configuration.
- Customer knowledge sharing.

July 2013 -
April 2015

**Technical Support Engineer for Idea Mohali
Online Charging System**

IDEA at ZTE Telecom, Chandigarh

- Maintaining the IDEA Intelligent Network equipment's of ZTE - SIU, SCP, VC, IP, IMP, Diameter.
- Working in ZXIN10 Product of ZTE for Intelligent Network.
- Hardware Installation.
- Definitions/Configurations at IN for successful launch of 3G.
- Handling the system upgrades and ensure smooth functioning of system after upgrade. Recently ZTE charging system was successfully upgraded to v7.3 from v6.6 for Idea Punjab.
- Managed IN-HLR interaction.
- Coordinated as SPOC from ZTE IN team regarding the smooth functioning of IN system and troubleshooting any issues raised by the customers on priority basis.
- Configuration related to the new features and new products.
- Routing of customers to various OCS for Voucher card processing and configuration changes.
- Successfully completed the IDEA IN/OCS IP Optimization project with zero outage and received customer appreciation for the same.
- Security Policies implementation on UNIX, Linux and Windows to meet security guidelines.
- Expansion of SCP, SIU, IP and other ZTE IN Nodes.
- Managed ZTE SMS Management system
- Cluster management.
- Processing of CDR (Call data records) & Alarm management.
- Operation and Maintenance of Window 2003 Server, UNIX servers (WEB, Rlogin, FTP Services).
- Routine system backups and resolution of customer complaints, tariff management and generation system reports.
- Lead, Trained and Motivated Teams and ensuring their Career Development and positive contribution to the Company Coordinating with others Engineers & Designers for daily O&M operation.
- Managed Project activities and Ensuring timely deliveries.

Education

January
2013

Bachelor of Technology in BTech, Electrical, Electronics and Communications Engineering
APJ Abdul Kalam Technological University