

# Essa Appuhamy

## BEng (Hons) in Telecommunications and Networks

### CONTACT

-  Al Rawda 2, Ajman, UAE
-  essaappuhami@gmail.com
-  +971 508674749  
+94 777335462
-  <https://www.linkedin.com/in/essa-wijesinghe>

### EDUCATION

#### **BEng (Hons) in Telecommunications and Networks**

*Birmingham City University, UK*

2016 - 2017

#### **Advanced Technician Diploma in Applied Telecommunication Systems**

*City & Guilds - Sri Lanka Telecom*

*Training Center*  
2013

#### **Technician Diploma in Applied Telecommunication Systems**

*City & Guilds - Sri Lanka Telecom*

*Training Center*  
2012

### PERSONAL SUMMARY

A passionate Telecom technical support Technician with more than five years of experience, good all around exposure in telecommunication service provider expertise, specializing customer management, Level 1 and 2 trouble shooting, also backed by the excellent practical knowledge in the field and Network Operations Center, productive team player with good communication skill, self-driven and able to work under pressure to meet dead line during critical situations.

Now seeking a position to utilize my skills and abilities in the technology and Customer care industry that offers professional growth while being resourceful, innovative and flexible towards my further studies.

### WORK EXPERIENCE

**Customer Service Supervisor** 2022-2023  
*Notion General Trading LLC | Dubai, U.A.E.*

- Maintenance of customers' account transactions and database updating while allocating daily tasks and training for new hires.
- Analyzing reports, cross checking and back log summarizing for optimal service
- Negotiating, texting and replying to clients in more polite and friendly manner, where it leads to more investments towards the company.

**Customer Service Help Desk - Technical Support** 2016 - 2022  
*Dialog Axiata PLC | Sri Lanka*

- Efficient dealing of complaints via inbound and outbound of average 60 calls per day.
- Support customers through varies channels ( email, whatsapp, messenger )
- Ensure adherence to policies for attendance, call ethics and given KPI's/SLA and etc.
- Preparing reports on the activities of the Customer Care Team.
- Keep management informed on issues and problems 24/7 Enterprise customer's solutions first level trouble shoot and escalations. (ILL, VPN, APN, ATM, PABX/E1, APs, Nodes, Cisco and Huawei routers, Cambium, Wibas, Wimax, CDMA, IPTV / DTV, Touch-NFC / Other GPS base vehicle tracking system supporting, Fiber, LTEBB and etc;)
- Incidents Manage System / Alarm monitoring systems / Solarwind.
- Statistics / RCA / Utilization graphs generating towards the customers' requirement and for divisional purpose

## PERSONAL STRENGTHS

- Self-motivation
- Decision Making
- Quick learning
- Extra-Mile Working
- Active Listening

## LANGUAGES

- English - Fluent
- Sinhala - Native
- Tamil / Hindi - Basic
- Korean – Self learning

## WORK EXPERIENCE

### Telecommunication Technician Officer

2014 - 2016

*Tech Ventures Pvt Ltd | Sri Lanka*

Part-time worked parallel with my studies under a sub-contractor:

- Worked as Rigger, support in BTS Installation, Site Survey, PSTN maintenance, PAT and etc.
- CDMA phone units Repair center

### Engineering Intern

2013 - 2014

*Sri Lanka Telecom PLC | Sri Lanka*

I've been training at Sri Lanka Telecom PLC for a period of 12 months from January 2013 to December 2013. During this period I've been trained at the following Departments and Divisions, where I gained knowledge and was exposed to industry practices in following activities successfully

- OPMC / Ragama – Outside Plant Maintenance for PSTN.
- ADSL & PEO TV New Connection – Maradana.
- Main Distribution Frame – Cable Maintenance in Ragama / Ja-Ela / BMICH.
- CDMA / Ja-Ela – Phone Line Configuration for Customer End.
- Switch / Wattala – Network Operation & Monitoring
- Transmission / Kurunegala – FTTH Splicing, ODF Installation.
- CDMA Repair Center – Peliyagoda Telecom Repair Center, Sri Lanka

## REFERENCES

### Chamath Kavinda

*Project Engineer, Saqoor Al-Ashkharah  
Al-Mutameezah-Oman*

**Phone:** +96895040122

**Email:** gackavinda@gmail.com

### Suresh Bandara

*Manager, Dialog Axiata PLC - Sri Lanka  
( NOC-BroadBand )*

**Phone:** +94777330418

**Email:** Suresh.Bandara@dialog.lk

I hereby certify that the above important particulars out of all specifics are true and correct to the best of my knowledge and belief.

Essa Appuhamy