



# Swapnil Shubham

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## Summary

Results-driven professional with extensive expertise in project management, telecom network and transmission operations and maintenance. Proven track record in leading critical projects, providing technical support, and executing key tasks such as material management, tender management, vendor coordination, and client relationship management to ensure successful project delivery and operational excellence.

## Professional Experience

### Engineer | Core Network & Transmission CNTX, BSNL | Bengaluru

- Spearheaded operations and maintenance of India's largest Data Transmission Centre (DTC), independently managing **20,000+ circuits** nationwide totalling about **11,850 GB (i.e. 12 Terabytes)**.
- Served as the **youngest engineer** entrusted with independent management of the DTC station, consistently demonstrating leadership and technical expertise.
- Ensured seamless connectivity and uptime for **1000+ mission-critical clients**, including the Indian Army, Air Force, Navy, DRDO, ISRO, BEL, HAL, BARC, BSF, AAI, NIC, and EPFO.
- **Minimized** system downtime by **50%, reducing it from 30 minutes to under 15 minutes**, by swiftly restoring services through alternate or new network paths, ensuring continuous operational reliability.
- Consistently achieved **>90% client and customer satisfaction**, delivering reliable services to sensitive and high-priority national clients.
- Achieved a **92%+ operational efficiency** rate in maintaining and operating the DTC station, contributing to national network resilience.
- Operated and maintained Telecom Element Monitoring Systems (EMS) with a remarkable **95% efficiency**, proactively managing alarms and faults.
- Demonstrated commitment and resilience by effectively **performing 24×7 rotational shifts**, including continuous **13-hour night shifts, with zero operational lapses**.
- Developed strong proficiency in networking and transmission technologies, including MPLS, BGP, OSPF, Routing, Switching, SDH, OTN, and other core systems.
- Maintained a **93% efficiency rate** in interdepartmental reporting and coordination, ensuring seamless communication between various technical and operational divisions.

### Engineer | BSNL, Bihar Circle (Sasaram Operational Area) | Sasaram, Bihar

- Spearheaded in the execution and monitoring of several key Government of India flagship projects within the Sasaram Operational Area, including: **4G Saturation Project** with a project valuation **exceeding ₹100 Crore**, **BharatNet Project (NOFN)**, with a valuation of **over ₹39 Crore**, and **Wi-Fi Hotspot Project**, valued at **₹84 Lakhs**.
- Successfully conducted **10+** end-to-end tender processes, from tender drafting to contract sanction, covering works with a cumulative **valuation of over ₹2.4 Crore**.
- Efficiently managed tender-related maintenance activities including bill verifications and processing, store audits, and performance monitoring, handling a **valuation exceeding ₹3.75 Crore**.
- Carried out **material audits** of cumulative value **over ₹17.40 Crore** consistently for four consecutive financial years, with **zero discrepancies** reported.
- Actively participated in the **Samudra Manthan (Scrapping of Obsolete Materials)** initiative and successfully processed the scrapping of materials valued at over **₹1.04 Crore**.
- Collaborated with the Operational Area (OA) Head in planning and operation of two districts under OA Sasaram.
- Served as the **Sole representative** of OA Sasaram in the Bihar Circle Head's team.
- Successfully handled and resolved **over 500 Public Grievance (PG)** cases, with a notable improvement in average resolution time from **7 days to under 5 days**.
- Efficiently attended to and cleared **50+ Right to Information (RTI)** cases, ensuring strict compliance with statutory timelines, with all cases resolved well within the prescribed one-month period.
- Managed the rent administration and records for **70+ BSNL BTS sites** from 2018 to 2023, maintaining accurate documentation for timely payment.
- Demonstrated excellent drafting and reporting skills, having prepared **1,000+ official** letters, reports, and operational correspondences during a service tenure spanning five years.

## Education

Graduation (B. Tech) – *KIIT University, Bhubaneswar | India*

## Accomplishments and Awards

- Received **0.1% merit** certificate in Mathematics.
- Participated in **National College level** Cyber games (Quarterfinalist).
- Published Research Paper: A generalized Masi entropy based efficient multilevel thresholding method for color image segmentation. Multimedia Tools and Applications, Springer – Jan 4, 2019 (**Citations: 65**)
- Published Research Paper: An efficient optimal multilevel image thresholding with electromagnetism-like mechanism. Multimedia Tools and Applications, Springer – Oct 5, 2019 (**Citations: 15**)

## License & Certifications

Lean Six Sigma Green Belt, KPMG India

## Co/Extra-curricular

- Mentored **500+ underprivileged** students in education and personal development.
- Assisted in establishing a school for underprivileged children, now serving **over 700** students.
- Played **Lawn Tennis at State Level**.