

Manoj Kumar

Associate Manager – Service Support | VoIP & SIP | Linux | DevOps

Objective

To leverage my 15+ years of expertise in VoIP, Linux to enhance organizational performance through innovative solutions, reliable system support, and effective team leadership. I am committed to continuous learning and contributing to a culture of growth, efficiency, and technical excellence.

Key Achievements

- Led NetSapiens Professional Services Team & deployments for multiple global clients, covering installs, upgrades, audits, and feature rollouts.
- Directed complex VoIP migrations with zero downtime and minimal service impact.
- Managing the Ecosmob Support Team, mentoring engineers, improving escalation handling, SLA compliance and SME requirements.
- Resolved critical SIP and VoIP challenges (ASR, ACD, PDD, one-way audio, packet drops) for enterprise clients, improving call quality and satisfaction.
- In Aircel, Investigate and resolve CDR and MOU disputes by utilizing technical expertise to analyze and interpret call data records.
- Perform configuration, testing, and validation of new clients and vendors to ensure seamless onboarding and integration with existing systems and processes.
- Implemented high-availability solutions using HAProxy, Pacemaker, and SRV to ensure maximum uptime and reliability of critical systems and services.

Skills

- SIP & VoIP Expertise: Deep knowledge of SIP protocols, VoIP call flows, troubleshooting, and optimization. Provided support to VoIP customers and managed company-hosted as well as client dialer environments.
- VoIP Platforms: NetSapiens Professional Services (installs, upgrades, audits, migrations, deployments), Asterisk, FreeSWITCH, OpenSIPS, VOS3000, Nexge, Mediacore, ItelBilling, NGN, 46Labs.
- Linux & Automation: Linux system administration, shell scripting, performance tuning, and HA setups.
- Database Management: MySQL, PostgreSQL, MongoDB (replication, clustering, sharding).
- Cloud & DevOps: Docker, Podman, Git, AWS & OCI Cloud, monitoring & automation.
- Telecom Infrastructure: IP phones, FXO devices, Cisco PAP2, AudioCodes, Hosted PBX systems.
- Web & Application Servers: Apache, Nginx, scaling & optimization.

Work Experience

- **Associate Manager – Service Support – Ecosmob Technologies Pvt. Ltd (Sep 2021 – Present)**
Team Lead Professional Services(FTE) - NetSapiens a Crexendo Company, managing new feature rollouts, migrations, and team coordination(April 2024 – Present).
At Ecosmob, worked closely with developers, QA teams, and clients to deliver solutions as per business and technical requirements, providing complete end-to-end technical support. Designed, managed, and optimized web infrastructure (Nginx, Apache, SSL), databases (MySQL, MariaDB, MongoDB with replication), high-availability architectures (HAProxy, Pacemaker, SRV), and telephony systems (FreeSWITCH, Asterisk, OpenSIPS). Currently leading the Ecosmob Support Team, driving operational excellence, team performance, and customer satisfaction.
- **L2 Support/Asterisk Engineer – US4 Business Solutions Private Limited (Jan 2021 – Sep 2021)**
Managed VoIP infrastructure & Switch, optimized dialer performance, and handled L3 escalations.
- **NOC Manager – OM Telentia Pvt. Ltd (May 2018 – May 2020)**
Oversaw network monitoring, performance optimization, and support escalation handling.
- **Core Configuration Engineer – ZTE (Aircel Project) (Jul 2016 – Feb 2018)**
Worked on core telecom configuration and troubleshooting.
- **VoIP NOC Engineer – NET 4 INDIA Ltd (Oct 2014 – Mar 2016)**
Provided technical support for SIP, RTP, and billing-related issues.
- **VoIP NOC & Dialer Engineer – OM Telentia Pvt. Ltd (Mar 2013 – Oct 2014)**
Provided technical support for SIP, RTP, and billing-related issues also provide hosted and on-prem dialer support.
- **VoIP NOC & Dialer Engineer – Welco Infotech Pvt. Ltd. (Aug 2011 – Mar 2013)**
Provided technical support for SIP, RTP, and billing-related issues also provide hosted and on-prem dialer support.

Education

- MCA – Manipal University Jaipur (2021–2023), CGPA 7.34
- BCA – IGNOU (2010–2013), Aggregate 62%
- NIELIT 'A' Level – DICS Punjabi Bagh (2009–2012), Grade C
- 12th – S.B.V No.1 Madipur, C.B.S.E. (2009), 64%
- 10th – Govt. Co.Ed Sr. Sec. School, C.B.S.E. (2007), 60%

Personal Details



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