Curriculum vitae

PERSONAL INFORMATION	**Deepak Raj Joshi**

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PERSONAL STATEMENT

Exceptionally Well-Organized and resourceful individual with a solid academic, analytical and problem solving skills with strong IT and wireless Data support and Planning Engineering, Project management background, able to handle multiple projects while producing high quality work in a timely manner.

Professional Qualifications

- Solid track record of outstanding customer service and problem solving skills. Experienced in multiple of areas of technology including Network Engineering, Systems Administration, Analysis/Integration; IT Support, wireless Data support, smart phone support using Remedy ticketing system.
- Intermediate in all aspects of information technology including full SDLC, program and project management, Internet applications design, development, collaboration, change management.
- Intermediate Understanding of Cellular Communications concepts and RF functionality in the areas of CDMA IS-95/2000 and EV-DO, GSM, TDMA/AMPS, frequency planning, CDMA spectrum bandwidth, wireless RF components, BTS, BSC, CBSC, HA, FA , PDSN, RAN, AAAA, L2TP, Simple IP, Mobile IP ,cell site and radio Configuration , CDMA 1X data, EV-DO, WiMAX, Mobile VoIP, LTE, etc.
- Experienced in voice and data performance optimization Working knowledge of the following; Cellular Switching system, Motorola, Lucent and Nortel switches; Motorola HLR and VLR functions Voicemail systems all other Verizon wireless network tools and application
- Proven ability to perform exceptionally in team settings as well as remote and self-managed environments.
- Ability to demonstrate leadership skills by being committed to excellence; demonstrating company values and policies; initiating action; accepting responsibility for results; and making quality decisions
- Evaluating and improving areas of poor coverage by identifying system performance problems (dropped calls, static, and interference) and assist assisting in implementing solutions.
- Deliver training sessions on soft skills, systems and technical trainings to customer service representation and other group a required.
- Champion of social media tools and technologies, and creating and implementing successful social media programs. Keep up-to-date with constantly evolving technologies in online social networking.

WORK EXPERIENCE

07/2016–Present

Managing Director/ Lecturer

New Millennium College, Kathmandu (Nepal)

- Develop, build and maintain effective working relationships with faculty, student, shareholder and other stakeholder to build long-term relationships.
- Create & implement short and long-term strategies and lead all digital marketing activities to include email, paid interactive, social, and mobile marketing to increase student enrolment.
- Develop strategies to better manage college and Proactively initiate business building ideas to provide best service.
- Constantly seek out opportunities and propose strategies for integrations across all facets of faculty, student, shareholder.
- Assist in Managing company resources on an individual basis and as part of the Management team and Provide training, guidance and mentoring.

02/2015–06/2016	**Lecturer**

South Western State College, Kathmandu (Nepal)

- Providing education through learning-cantered instruction that will enable MBA students to fulfil the evolving needs of the marketplace. To encourage a culture of learning that values mutual responsibility and respect, life-long learning, ethics, as well as personal and professional development.
- Designs and delivers class instruction for MBA through the development of instructional plans to meet course competencies and the development of activities, which support lesson objectives.
- Enables the achievement of pre-described exit competencies for student achievement and establishes student performance criteria and evaluation.
- Delivers learning-cantered instruction by establishing a classroom environment conducive to learning and student involvement.
- Promotes student success by showing flexibility in style and work schedule.
- Relates professional life and industry experience to learning by the introduction of industry perspective and trends into courses.

2014–Present	**IT / Social media consultant**

Self Employed, Kathmandu (Nepal)

- Responsible for design and delivery of training for all clients on the topics of web accessibility, web standards, accessible application development, and accessibility testing
- Performs testing and auditing of web-based systems, websites, mobile websites and applications, and tablet applications for large public and private sector clients
- Conduct intelligence meetings with executives to help generate innovative ways to grow each company leveraging creative business development strategies.
- Capture detailed information on competitors, contracts, and industry markets. Create marketing strategies for new markets, arrange teaming opportunities, and review business models.
- Work with start-up companies to provide market specific contacts to gain business revenue, and help align synergies. Generated complete business models for Business Development/Marketing departments.
- Develop and implement successful social media campaigns for various brands and individuals using social platforms, including: Facebook, Twitter, Google +, Pinterest, etc.

08/2013–02/2014	**Sr Business Analyst**

AT&T, Dallas, TX (United States)

- Lead workshops and discussions to collect the customers' business requirements, and in the documenting the requirements
- Responsible for design of BSS/OSS stack comprising of Billing, Mediation, Charging and CRM systems as per the business requirements and Identifying Common Capabilities that need to be support by the each solution component
- Ensure LLD and HLD including southbound and northbound integration, software configuration for enterprise applications.
- Act as consultant to the customer during the gathering and analysis of requirements and ensuring that the requirements are aligned with the current and future telecommunication market trends and best practices;
- Manage the entire lifecycle of Product Specifications and Product Catalogue and Design and develop OSS Integration with enterprise applications for service fulfilment lifecycle and creating functional requirements as an input to application design.
- Writing, developing and testing detailed technical designs for business solution components and prototypes.
- Utilize SDLC principles to manage major national IT and telecom projects from end to end via a formalized gating and approval process.

- Run multiple cross-functional meetings per week to move projects forward, use desktop sharing & collaborative software to facilitate reviews, use MS Project and custom local applications to build detailed reports for presentation to AT&T Executive Board for weekly project reviews.

11/2011–04/2013	**Social Media Consultant**

Shynan Tech, Seattle, WA (United States)

- Developing strategies at the intersection of consumers and technology to solve business challenges for small business and manage online marketing campaigns for small business, effectively driving brand awareness, engagement and traffic to social media pages.

- Achieve a strong, visible social media presence and develop concepts with viral potential. Continuously monitor online public relations and ensure the success of client programs.

- Place stories in BusinessWeek, Wired News, Computerworld and other key news outlets. Ensure placement in social content Web sites such as Facebook, twitter, Digg, yelp, another listing site and social media.

- Build a strong base of repeat business and serve as the requested IT consultant and help with POS and other business strategy

- Assist small business owners execute affordable and cutting-edge social media marketing solutions that yield a high return on investment which includes: content development, website traffic growth, social media strategies, social media consulting and management.

- Provide consultation and training to clients interested in learning more about how to leverage new media tools to build business relationships.

- Content marketing strategies, Facebook marketing, Twitter marketing strategies and LinkedIn marketing strategies for businesses.

09/2009–12/2011	**Project Manager / In- Building Engineer**

Verizon Wireless, Charlotte, NC (United States)

- Preparing the nominal cell plan for IBS, Conducting initial RF survey of the building from design point of view.

- Qualify all new in-building opportunities prior to involvement of Project resources. Performance will be measured on success ratio, number of operators purchasing projects, and value of profitability of project.

- Assist Sales Department in customer meetings and presentations, understanding and communicating customer needs and proposing solutions and Manage projects from the engineering aspect and with budget constraints

- Analysing the post installation coverage, and Optimization of the design, by implementing necessary changes in design to meet the KPIs.

- Conducts market analysis, competitive positioning, and program & product requirements and identifies other success criteria.

- Perform Site Survey, Definition of RF parameters, Azimuth, Tilt, Power, and Neighbouring Relations.

- Documented (in Microsoft Project) and act as project manager for on-going team activities for the design, deployment, installation, handover, migration, operations, support, and remote management of 600 in-building repeater and DAS.

- Identified product specific problems and helped in the analysis, reproduction, and testing of solutions

- Represented Verizon wireless to Vendors, Contractors and Distributors for In-building projects; generated RFQ, RFP and evaluated proposals and Help Designed In building system (IBS/DAS) that met technical and business objectives

- MapInfo data conversions, map design, production, data loading & conversion, monitor database for consistency

- Establishes close working relationships with existing customers, sales prospects and internal stakeholders to understand the needs related to business development initiatives.

- Support at customer meetings, technical response support, requirements collection, site survey at enterprise locations, selection of the best DAS / IBA solution, installation, project management and

technical oversight, integration of DAS solutions into the macro network, data collection, troubleshooting, and interference analysis.

- Investigates and resolves customer complaints (IA/ LC) including customer complaints and trouble tickets

11/2008–08/2009   ## System Performance Engineer

Verizon Wireless, Little Rock, AR (United States)

- RF and ETC Planning and Reporting and Support on budgetary and financial issues (CapEx, OpEx, NPV, depreciation) as related to RF
- Support to the RF department for all capacity and quality cell site build plans and Performs coverage, capacity, and performance planning on CDMA
- MapInfo data conversions, map design, production, data loading & conversion, monitor database for consistency
- Designed cell sites that met technical and business objectives an Optimized and monitored system-wide and local network performance to Improved wireless coverage also Changed and fine-tuned data fill parameters to improve performance
- Provide Support to maintain network quality objectives by Managing key performance indicators and make recommendations for improvement
- ETC Site audit reports and generation of RF design parameters for new CDMA network.
- Help maintain and updating Alltel Planning Wiki

09/2006–11/2008   ## Data Support Specialist

Alltel, Little Rock, AR (United States)

- Tier three support for data cards, routers, modems, smart phones, and data connectivity kits, email (POP3, IMAP, SMPT, EXCHANGE and DOMINO servers) and Data Device Testing to Support of Alltel´s 1X and EVDO networks
- Help BES administrator to Installation and configuration of Blackberry Enterprise Servers, EAS And help Administration and maintenance of the global BES environment (user management, installations, upgrades, monitoring, etc)
- Responsible for the functional testing of Blackberry wireless handheld, windows mobile handset, palm Treo, Data card and other data device.
- Provide exceptional customer service to both internal and external customers, troubleshoot hardware/software issues, identify network/application issues, provide information on how to set-up/use data & voice products, use trouble ticketing system for tracking customer interactions and problem resolution
- Provide new product and service training, systems training, customer interaction training, and technical skills training.
- Developed training program for specific, assigned job tasks, including Customer Care, Tier 1, 2 and 3, Delivered training to various retail store representatives and lead, assistance managers and managers.
- Facilitating-training sessions on complex, advanced topics including, but not limited to; data products, and services also deliver advanced training to District Managers, Managers and Assistant Managers.
- Resolution for issues relating to account provisioning, device functionality, device configuration, application support, software downloads and network connectivity and connectivity resolutions for wireless data devices and associated desktop software
- Works with various departments/vendors (Network Area, Network Operations, WTAC and IT) to ensure clear communications of requirements and expectations.
- Help maintain and update Alltel Data support Wiki which has more than 2000 pages and more the 35000 articles about device and data service)

02/2006–07/2007   **Advance Data Technical Analyst**

Alltel, Issaquah, WA (United States)

- Wireless voice and Data product and service including internet connection, email setup, mobile web MMS, SMS, Brew App , WAP
- Conduct technical analysis and troubleshooting to identify, diagnose and resolve complex service and feature related problems on wireless phone, Palm Treo, pocket PC , Air card and Blackberry.
- Cellular Switching systems to include experience with Motorola, Lucent and Nortel switches preferred. Voicemail systems and experience with Octel, Any Path voicemails systems preferred.
- Educate customer on next generation of wireless technologies including: 2G & 3G technologies to the world of communication.

12/2003–01/2005   **National Customer Support Analyst**

AT&T WIRELESS, Bloomington, MN (United States)

- Maintain expert knowledge of all aspects of the wireless industry, consumer and business calling plans and offers, policies and procedures, across multiple regions, and markets, providing consistent and accurate information to customers, preventing repeat calls.
- Explain features & benefits of Wireless products & service and make recommendations based on customer needs.
- Activating service or adding service to existing accounts; refer customers to other resolution resources when appropriate, such as Warranty Exchange, Manufacturer Support, Accounts Receivable and etc. Support Online help for the online order
- Utilize business tools effectively and accurately, recording customer information accurately in all systems, including but not limited to billing systems, business customer databases, web tools, e-mail.
- Support Online help for the online order and Educate customer on GSM, GPRS , EDGE technology.

09/2002–11/2003   **Application Developer**

MCI WorldCom, Denver, Co (United States)

- Work with Web team to formulate and define application scope and objectives & create web based application for different business needs & testing, implementation, and maintenance of Web site enhancements
- Responsible for Submitting drafts of technical material for customer review and managed edits and Verify the clarity, completeness, accuracy, and quality of all technical documentation.
- Responsible for collecting, analysing, and recommending possible solutions for implementing Software Development Lifecycle (SDLC) documentation and overhauling Entire SDLC process.
- Develops, integrates and implements related applications components, including front-end development, server-side development and database stored procedures (front end ASP PHP and backend SQL/ORACLE.
- Plays a direct role in maintenance, technical support, documentation and administration of the application and Researches, tracks and understands new web technologies in developing the service application and analyse business requirements as they pertain to the external site

2002–2004   **National Consultant**

Shivapuri Watershed And Wildlife Reserve, Kathmandu (Nepal)

- Responsibilities include design, development and implementation of training programs in rural forestry/community forestry and related fields. Curriculum design, delivery and administration of these programs.
- Protection, conservation, and management of forests and rangelands, and establishment of plantations in degraded forest lands and other wastelands. Mobilizing community participation in forestry works through village level forest protection and management committees Organizing training for villagers for forest related issue

- Providing training, technical support and field guidance to the staff and employees was integral part of the job responsibility
- Job responsibility includes design and implementation of forestry plantation works under the Community Forestry Program.
- Job responsibility consists of protection, conservation and management of forests with a focus on sustainable use of the resource by the local communities.

1997–1998   Radio Producer/ Radio Announcer

Radio Sagarmatha, Kathmandu (Nepal)

- Producing and anchoring different program concerning Environmental awareness, sanitation and culture.
- Producing and anchoring different program concerning Environmental health/public health issues - including, Eco-Tourism, sanitation and waste management.
- Producing and anchoring different program concerning problem affecting the environment or sustainable development emphasizing community voices and experts offering solutions

1991–1993   Park Ranger 1991–1993

DNPWC, Kathmandu (Nepal)

- Conducted daily, non-scripted interpretive cave nature programs and was responsible for program content and group safety. Conducted evening slide programs in campground. Conducted roving interpretation at natural sites, river landings, historic sites, and other park areas.
- Answered recreation questions and educated visitors on regulations and safety. Staffed an information desk in a ranger station and at a local museum/visitor centre.
- Provided information on park fees, regulations, and backcountry areas. Provided safety information to campers, boaters. Dealt with the public with courtesy.
- Environmental awareness & eco tourism activities
- Daily record maintenance from different National Parks
- Included management duties in campgrounds/picnic areas, trails, Wilderness, special use permit administration
- Patrol assigned areas, enforce park regulations, respond to emergencies
- Develop and manage "Outreach" urban forestry volunteer programs ,
- Visit schools and give presentations on forest conservation & urban forestry

1989–1991   Community Forestry facilitator

UNDP/TFP, Hetunda (Nepal)

- Forest Extension Education to villagers & students
- Conduct forestry activities, facilitate Forest User Groups (FUGs) in designing, implement and monitor user level forest management plan, prepare District level management and operational plans
- Monitor all activities namely forestry teaching, forestry training, curriculum development, forest research, forest management, demonstration plots, community forestry, water & soil conservation Forest & Soil Conservation Extension
- Urban forestry & Community forestry: discussing and communicating with the public regarding multi-faceted aspects of forestry.
- Planning and implementing sustainable forest management scheme to actual practices. Mediator to forest users & District Forest offices
- Variety of forestry-related issues, e.g., biodiversity conservation, emulating natural disturbances, forest policy, etc.
- To act with others as a catalyst to empower rural communities to protect, manage and perpetuate their natural resources and indigenous knowledge systems on a sustainable basis

EDUCATION

2006–2009	**MBA - Major in Project management**
	Colorado Technical University, Denver (United States)
2000–2002	**Master of Science in Information Technology**
	Colorado Technical University, Denver (United States)
1993–1997	**Bachelor of Science in Forestry**
	Banquet state University, La Trinidad (Philippines)
1985–1987	**Intermediate of science in forestry**
	Tribhuvan University, Pokhara (Nepal)

PERSONAL SKILLS

Computer skills

OS: Windows, UNIX (Red Hat, SUS Linux, Ubuntu), MAC, DOS , Mobile Os (Ios, android, windows xp, 7,8, Rim)

WEBPAGE DESIGNING SOFTWARES / PROGRAMS & TOOLS: Macromedia Dream weaver, Microsoft FrontPage , Adobe Photoshop, CSS, VB Script, Java Script(Basic Knowledge), Personal Web Server, FTP application, HTML, DHTML, Front Page 2000, Apache, Samba, AS 4000, Citrix

DATABASE SOFTWARES / PROGRAMS: ORACLE 8i, My SQL, and PL SQL, MS ACCESS, DBMS, RDBMS, OORDMS, UML

PROGRAMMING LANGUAGE / SOFTWARES: Microsoft Visual Basic 6.0, JAVA, VB Script, Java Script, PL/SQL, JSP,ASP,PHP, MS Office, Map Info

NETWORKING: Design, setup and implementation of LAN, TCP/IP networking terminology, email [POP3/IMAP/Exchange/SMTP] protocols) SIP, Network Cabling (including Ethernet, hubs, switches), SNMP, Trouble Shooting, User Maintenance wifi network, VOIP , Wireless networks (WiFi, Cellular, 3G, Bluetooth, Wireless LAN, etc)

SERVER: Blackberry Enterprise server, office sync server , windows server 2003, Microsoft Exchange Server 2003 and 2007

SOCIAL MEDIA TOOLS: Blogger, Word Press, Yelp, Living social, Trip advisor, Podcasting / Audacity Bloglines , LinkedIn, Facebook ,MySpace, Flickr ,Twitter ,HTML / HTML editors ,YouTube ,Digg ,del.icio.us Stumble Upon , Google and related tools (Analytics, etc.) ,Wikipedia ,Second Life etc..

Digital competence

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem solving
Proficient user	Proficient user	Proficient user	Proficient user	Proficient user

ADDITIONAL INFORMATION

Certifications
- Black Berry Certified Support Associate
- Windows mobile Training specialist

Seminars

24th International Forestry Student Symposium -1996University of Melbourne & The Australian National University, Australia

Training

Conservation education - 1993
The Chubu Sangaku National Park Office, Nagaya Forestry Bureau in the Forestry Agency, Forest Products Research Institute Organized by - Japan International Co-Operation agency (JICA), Japan

Community Forestry Orientation Training - 1993
Nepal Australia Community Forestry Project, Kathmandu, Nepal

Service Orientation Training - 1993
Training Division, Ministry of Forest & Environment, BabarMahal, Kathmandu, Nepal

Diploma In Photography - 1991
Krist-al, The Institution of Professional Management, Kathmandu, Nepal

Community Forestry Training - 1991
Tarai Community Forestry Development Project(TCFDP), Hetauda, Nepal

Forest user's group training as a trainer - 1991
Tarai Community Forestry Development Project (TCFDP), Hetauda, Nepal

Community Forestry Orientation Training - 1993
Nepal Australia Community Forestry Project, Kathamanu, Nepal

Facilitator Training On Community Forestry - 1991
Tarai Community Forestry Development Project (TCFDP), Hetauda, Nepal

Publications
- Columnist at Spotlight Nepal.
- Joshi, Deepak Raj.1997. "An assessment of participation in urban forestry activities" in Barangay Asin, Baguio City :Benguet state university, La–Trinidad , Benguet, Philippines, (unpublished B.S thesis)
- Several article on politics, society and, forestry related issue In National daily newspaper/magazine

References

Available upon request