**PROFESSIONAL SUMMARY**

* **Senior network engineer with** **10+ years** of Hands-on experience in configuring network devices such as routers, switches, firewalls, and access points, as well as troubleshooting connectivity issues.
* Experience working in complex environments which includes Layer 2 Switching, L3 routing, Network security with perimeter and **VPN** **firewalls, Load balancing and Access policies management in F5/NetScaler.**
* Hands on experience in Network monitoring, managing **IP address allocation, maintaining network documentation,** and ensuring compliance with network policies.
* Proficient Infrastructure Specialist across **LAN, WAN, and** Structured cabling/Cable Design**networks.**
* Extensive knowledge of **VLAN Trunking RSTP, SNMP, Ether Channels, HSRP, Port Security**.
* Experienced in troubleshooting and debugging **SAI-based** implementations to ensure reliability, and compliance with industry standards.
* Experience with Juniper routing and switching technologies, including **Juniper MX (MX5, MX10, MX40, MX80, MX104, MX240, MX480, MX960, MX2000, and MX10003) and EX** series devices (EX2200, EX2500, EX3200, EX4200, EX4500, EX8200 series).
* Practical knowledge in setting up, managing, and securing firewalls, such as **Cisco ASA, Check Point, Fortinet, and Palo Alto.**
* **Designed and implemented a multi- regional VLAN attachment architecture** for Google Cloud Platform (GCP) networks, ensuring high availability and optimal performance across different geographical locations.
* Demonstrated ability to automate network management tasks through scripting and integration with Cisco Prime Infrastructure APIs.
* Configured and managed AWS Direct Connect and VPN connections to establish secure and reliable communication between on-premises data centers and AWS cloud environments.
* Proficient in utilizing **Fortinet's suite** of cybersecurity solutions, including **FortiGate, Forti Analyzer, Forti Manager, and Forti SIEM,** to safeguard networks and data assets.
* In-depth knowledge of **SAI**-supported features and capabilities such as packet forwarding, **access control lists (ACLs),** **quality of service (QoS)**, and multicast routing, essential for designing high-performance and feature-rich networking solutions.
* Proficient in administering Red Hat Enterprise Linux (RHEL) systems, including installation, configuration, and maintenance.
* Collaborated with engineering teams to integrate DOCSIS technology into existing network infrastructure, optimizing for future growth and technological advancements.
* Architected and deployed high-performance InfiniBand networks for data centers, ensuring low latency and high throughput for HPC (High-Performance Computing) environments.
* Demonstrated expertise in configuring and managing Cisco Firepower Threat Defense solutions to provide comprehensive threat protection and intrusion prevention.
* Proficient in designing, implementing, and managing Cisco Firepower Threat Defense (FTD) solutions to safeguard networks against a wide range of cyber threats.
* Skilled in utilizing automation tools like **Ansible, Puppet,** or **Chef** to streamline network configuration, provisioning, and maintenance tasks in the **data center**, improving efficiency, consistency, and agility while reducing manual effort and errors.
* proficiency in installing IOS-XR, specifically at Spectrum ISP, showcasing your ability to effectively set up and configure network infrastructure using this operating system.
* Strong understanding of Agile principles and values, with a focus on customer collaboration, iterative development, and responding to change.
* Proficient in utilizing Microsoft Visio to design comprehensive network diagrams, including LAN, WAN, and WLAN layouts, ensuring clear visualization of network infrastructures.
* Configured GLBP (Gateway Load Balancing Protocol) for high availability and load distribution across multiple gateways, ensuring seamless network operation.
* Exhibited excellent documentation and reporting skills, producing detailed documentation of security policies, procedures, and incident reports.
* Expert in combining SD-WAN, WLAN, and LAN management to simplify branch networking. It integrates with Aruba Central for centralized management and provides enhanced security and performance.
* Utilized Cisco Prime Infrastructure to configure and provision network devices, including routers, switches, and wireless access points, ensuring consistency and compliance with organizational standards.
* Proficient in programming languages such as **C, C++,** and **Python**, with hands-on experience in developing network applications, protocols, and automation scripts.
* Experienced in selecting appropriate cable types, connectors, and termination methods based on project requirements and environmental factors, considering factors such as bandwidth, transmission distance, and interference resistance.
* Proficient in configuring and managing network switches using **Facebook Open Switching System** (FBOSS).
* Implemented robust network security measures, including firewalls, VPNs, and IAM policies, to safeguard **cloud infrastructure** and data against cyber threats, ensuring compliance with industry standards and regulations such as GDPR and HIPAA.
* Proficient in leveraging **Fortinet tools** for rapid detection, analysis, and mitigation of security incidents, minimizing the impact of breaches and vulnerabilities.
* Proficient in deploying and configuring Voice over IP (VoIP) systems, including IP-PBX platforms such as Cisco Unified Communications Manager (CUCM).
* Configured and maintained network infrastructure components such as routers, switches, and load balancers in cloud environments, ensuring high availability and fault tolerance while adhering to best practices for network security and compliance.
* Knowledgeable in storage networking protocols and technologies such as **Fibre Channel (FC), iSCSI (Internet Small Computer System Interface), and NFS (Network File System),** facilitating seamless connectivity between storage arrays and servers in the data center.
* Skilled in integrating VoIP solutions with existing network infrastructure to provide reliable voice communication services.
* A major focus on **Active Directory, Windows Server, Cloud Computing, VMware vSphere, ESX ESXi, and Server Virtualization using Hyper-V.**
* Expertise in creating and configuring **EIGRP, BGP, MPLS, RIP v1/v2,** and **OSPF protocols**.
* Experience in Configuration of security policies, such as **NAT, PAT, VPN, SSL-VPN, route maps,** and access control lists.
* Implemented advanced features like ECMP (Equal-Cost Multi-Path), VXLAN (Virtual Extensible LAN), and telemetry using SONiC.
* Hands on experience in Implementing security policies using **ACL, Firewall, IPSEC, SSL, VPN, DMVPN, IPS/IDS, AAA (TACACS+ &amp; RADIUS).**
* Excellent experience in SDWAN technology (**VMware Velocloud, ATT Flex ware**).
* Expertise in installing, configuring, and maintaining **Cisco Routers (4800, 3800, 3600, 2800, 2600, 2900, 1800, 1700).**
* Administered and configured SSH servers and clients for secure remote access. Created and managed SSH keys for the users.
* In-depth knowledge and hands-on experience in **IP Addressing, Sub netting, VLSM, ARP, reverse &amp, proxy ARP, Ping Concepts.**
* Proficient in setting up, adjusting, managing, and providing assistance for Windows Server.
* Linux/Windows server 2003,2008,2009,2010,2012,2016,2019 on VMware virtualized environments.
* Proficient in Consulting department managers to develop system solutions consistent with organizational objectives.
* Experience in working with **Cisco Nexus Switches** and **Virtual Port Channel configuration**.
* Experience in installing and configuring **DNS, DHCP server, IPAM- IPv4, IPv6.**

**TECHNICAL SKILLS:**

|  |  |
| --- | --- |
| **Routing Protocols** | RIPV1, RIPV2, IGRP, EIGRP, OSPF, IS-IS, BGP, MPLS, Route Filtering, Redistribution, Summarization, and Static. |
| **Switching Protocols** | LAN, VTP, STP, PVST+, RPVST+, Inter VLAN routing &amp; multi-Layer Switch, Ether channels, Transparent Bridging. |
| **Routers** | Cisco routers (7600, 7200, 4500, 3900, 3600, 2800, 2600, 2500, 1800 series), Nexus 9K, 7K, 5K, 2K &amp; 1K, Juniper. |
| **Switches** | Cisco switches (6500, 4900, 4500, 3750 &amp;3560), Nexus (2248, 5548 &amp;7010). |
| **Security &amp** | VPN: PIX 500 Firewall, ASA 5505 Firewall, Check Point, AIP SSM, CSC, SSM, FWSM, FortiGate, Cisco CSM, ACL- Access Control List, IPS/IDS, NAT, PAT, Cisco ACS, and Juniper Net screen firewall, Windows Patch Management (WSUS). |
| **LAN Technology** | Workgroup, Domain, RSTP, VLAN, STP, VTP, Ethernet, Fast Ethernet, Gigabit Ethernet&amp;10 Gigabit. |
| **WAN Infrastructure** | Leased Line, ISDN/Dial-Up, Frame Relay circuits, Metro Ethernet. |
| **WAN Technologies** | HDLC, PPP, ATM, SONET, MPLS, VPN, IPsec-VPN, SD-WAN. |
| **Network Security** | ACL, IPsec, VPN, Security, AAA, Zone-Based Firewalls, IOS-based router security firewalls, IDS/IPS. |
| **Operating Systems** | Windows Server 2008, Windows 7, Windows Server 2003, Windows XP Professional, Windows2000, Windows 2000 Advanced Server, NT4.0., WindowsServerNT4.0/2003/2003R2/2008/2008R2/2012/2012R2, 2016,2019,2009,2010, Windows XP/Vista/7, Red Hat Enterprise Linux 5,6, Apple Mac OS. |

**CERTIFICATIONS:**

* **CCNA (Cisco Certified Network Associate)**
* **CCNP (Cisco Certified Network Professional)**

**PROFESSIONAL EXPERIENCE**

**Genentech: San Francisco, CA (Jul 2024 - Till Date)**

**Role: Sr. Network engineer**

**Responsibilities:**

* Experience in configuring and deploying cisco Meraki cloud switch and wireless access points in production environment.
* Hands-on experience in implementing and configuring Palo Alto with panorama (panOS 7.1.12).
* Adding and removing Palo Alto firewall policies based on the requirements of various project requirements.
* Worked with Palo Alto firewalls PA250, PA5200, and PA3020 using Panorama servers, performing changes to monitor/block/allow the traffic on the firewall. Technical assistance for LAN/WAN management and complex customer issues.
* Integrated VoIP systems with existing PBX infrastructure, PSTN gateways, and SIP trunking services to enable seamless communication across diverse networks.
* Conducted on-site visits to configure and troubleshoot CPE for residential and commercial customers.
* Proficient in Setting up DMVPN tunnel and MPLS on Cisco 1001ASR, 4331\K9, 4431/K9, 4331 SEC\K9, 4431 SEC/K9 routers.
* Optimized InfiniBand network performance through fine-tuning of configurations, achieving up to 90% reduction in latency and a 20% increase in data throughput.
* Managed wireless infrastructure effectively using Cisco Prime Infrastructure, including configuring wireless controllers, optimizing wireless coverage, and troubleshooting connectivity issues to ensure seamless wireless connectivity for users.
* Developed and executed detailed plans for structured cabling systems in Charles Schwab environments, ensuring optimal network performance and compliance with LAN/WAN Cisco IOS standards.
* Ensured high availability and reliability of cable and broadband services across multiple regions.
* Leveraged AWS Network Load Balancers (NLB) and Application Load Balancers (ALB) to distribute incoming traffic across multiple instances and ensure high availability and fault tolerance.
* Strong knowledge of shell scripting (Bash) for automation tasks and system monitoring.
* Observing tools used such as Infoblox, solar wind, Secure CRT, Scrutinizer, and cloud health.
* Expertise in cisco prime infrastructure and cisco stealth-watch.
* Experience in Configuring and troubleshooting routing protocols like OSPF, BGP, TCP/IP.
* A strong understanding of TCP/IP, IP routing protocols (BGP/OSPF/EIGRP), MPLS, VPN/IPSEC, Juniper and Cisco Confidential VPN appliances, knowledge of Layers 4-7; DHCP, SNMP, Confidential, FTP, NTP, HSRP, TFTP, TACACS+, SSH, Traceroute, Syslog as well as experience with route-maps, ACL, NAT/PAT, and SMTP.
* I had done a migration project which is legacy routing protocol to advanced protocol in enterprise network to enhance network scalability, performance, and convergence time.
* I had conducted comprehensive testing and verification to ensure seamless migration.
* Hands-on experience in using scrum project management for network projects and infrastructure upgrades and data center migrations.
* Implemented route redistribution between OSPF and BGP to enable route propagation between two protocols.
* Configured IPsec site-to-site VPN connection between Cisco VPN 3000 Concentrator and Cisco 3800.
* Working knowledge of frame relay, MPLS services, OSPF, BGP, and EIGRP routing protocols, and sub-netting, including DNS, WINS, LDAP, DHCP, HTTP, HTML, HTTPS, TCP/IP, UDP, SNMP, IPSEC, PPTP, VLAN, STP (Spanning tree Protocol), RTSP & Multicasting protocols.
* Demonstrated ability to perform cable attenuation, impedance, and crosstalk calculations to ensure proper signal integrity and compliance with performance specifications, optimizing network performance and minimizing signal degradation.
* Implementing traffic engineering on top of an existing Multiprotocol Label Switching (MPLS) network using Frame Relay and Open Shortest Path First (OSPF).
* Expertise in integration of networking services with cloud platforms such as AWS and leveraging technologies like AWS transit Gateway.
* Integrated SonicWALL security services such as Gateway Anti-Virus, Intrusion Prevention, and Application Control to fortify network defenses against evolving cyber threats.
* I had Utilized windows server environment including windows server 2003,2008,2008 r2,2012,2012 R2,2016,2019 for ensuring optimal performance, security, and reliability of critical network services such as Active Directory, DNS, DHCP and File Services.
* Configured Fboss on a range of network switches to optimize performance, scalability, and reliability in large-scale data center environments.
* Configured and managed wireless controllers and APs from leading vendors such as Cisco, Aruba, and Ruckus to ensure seamless connectivity and optimal performance.
* Expertise in using cisco GNS3 for network design, simulating and testing, enabling the creation of complex network topologies in a virtual environment.
* Expertise in Creating and performing security operations on ASA firewalls with FTD and FMC.
* Responsible for cisco catalyst 6500, 3500, Nexus 5500-7009 switching, ASA, FWSM Firewalls, CSS and F5 load balancers, Riverbed WAN accelerators and Linux/Bind DNS servers.
* Experience on F5 load balancer to maintain balance in the network system with application-specific usage. Experience with Firewall Administration, Rule analysis, and Rule modification. Provided technical, procedural, and operational support to IT staff to ensure proper integration of systems' functions with the firewall, MPLS, and wireless operations.
* Configured and deployed multicast routing protocols such as PIM-SM (Protocol Independent Multicast - Sparse Mode) and PIM-SSM (Source-Specific Multicast) to optimize multicast traffic flow.
* Installed redundant Big IP F5 LTM and GTM load balancers to provide uninterrupted service to customers.
* Collaborated with Operations team to optimize signal quality, resulting in a 20% reduction in network downtime and improved customer satisfaction.
* Expertise in monitoring network health and performance using advanced network monitoring tools like SolarWinds Orion, cisco DNA center, and scrutinizer, identifying and addressing potential issues before they impact business operations.
* Deployed and managed SonicWall network security appliances to ensure robust perimeter defense and threat prevention.
* Conducted regular security assessments and audits using SonicWall Analyzer to identify and remediate vulnerabilities, ensuring continuous protection of network assets.
* Experience in installing, managing, and configuring Cisco Routers (7600, 7200, 3800, 3600, 2900, 1800) Nexus 9K, 7K and 5K.
* Responsible for Software-Defined Networking (SDN) controllers that leverage SAI to interact with network switches and routers in a vendor-agnostic manner.
* Proficient in juniper MX-Series, J-Series Routers
* Implemented the nexus 7000/5000/2000 architecture in a live environment to gain a competitive advantage in several industries.
* Expert in troubleshooting cisco Aironet 2700 and 600 series.

**Edward Jones: St. Louis, MO (Jun 2021- Jun 2024)**

**Role: Sr. Network engineer**

**Responsibilities:**

* Responsible for implementing advanced route filtering mechanism using access control lists (ACL’s), route-maps to control routing updates and prevent routing loops.
* Deployed and maintained ethernet-based networking infrastructure, including ethernet, gigabit ethernet, and 10 gigabit ethernet, ensuring high-speed connectivity across the network.
* Monitored and maintained CPE to ensure optimal operation and prevent service interruptions.
* Implemented security measures such as VLAN ACLs, port security, and VLAN segmentation to enforce access control policies and ensure the confidentiality and integrity of network data.
* Designed and deployed Multi-protocol Label switching (MPLS) network to optimize traffic routing, improve network performance, and support quality of service (QOS) for prioritizing critical applications and services.
* Led a project to upgrade the broadband network to DOCSIS 3.1, enhancing overall network capacity and speed.
* Executing. Arranging and troubleshooting routing protocols such as OSPF (v3, v2), RIPv2, BGPv4, EIGRP, MPLS.
* Experience in Juniper T-Series, M-Series.
* Upgraded and maintained firmware and drivers for InfiniBand devices, ensuring compatibility and stability with various operating systems and network environments.
* Skilled in implementing and managing Red Hat Identity Management (IdM) solutions for centralized authentication and access control.
* Capable of translating technical concepts into easily understandable visual representations using Visio, facilitating effective communication between technical and non-technical teams.
* Skilled in designing and implementing SAI APIs to facilitate communication between network operating systems (NOS) and underlying switching ASICs, optimizing performance and flexibility in network management.
* Experience with the Trouble Tickets on F5 Load balancers on LTM module.
* Create and test Cisco router and switching operations using OSPF routing protocol, ASA Firewalls for stable VPNs.
* Regular upgrades and maintenance of Infrastructure, Installations, configurations, and maintenance of Cisco Switches (6500, 5500, 4500, 3500, 2900 series).
* Diagnosed and resolved issues with cable modems, CMTS, and other DOCSIS network components.
* Conducted thorough testing and validation of Fboss configurations to guarantee optimal functionality and compatibility with network requirements.
* Successfully configured and maintained Site to Site IPSEC and SSL VPNs on Palo Alto firewalls.
* Designed and deployed Active Directory domains and forests using Windows 2012 Advanced Server, implementing organizational units, group policies, and security settings to streamline user authentication and access control.
* Knowledge in introducing, designing, and maintaining various Linux distributions such as Red Hat Enterprise Linux (Rhel), Centos, Ubuntu ensuring high availability and performance of critical services.
* Security policy review and configuration in Palo Alto Firewall across multiple locations and Datacenter. Configuration, Troubleshooting, and Maintenance of Palo Alto Firewalls (36+ firewalls) - PA200, PA2000 series, PA3000 series, PA4000 series and PA5000 series.
* Responded to security incidents by analyzing SonicWall logs, identifying malicious activity, and implementing appropriate countermeasures to mitigate risks.
* Switching technologies like VLAN, inter-VLAN Routing, Ether-Channel, VTP, MLS, HSRP, VRRP, UDLD, Spanning Tree Protocol 802.1d, 802.1s and 802.1w.
* Developed, implemented, and maintained network segmentation strategies by using VLANs and private VLANs to enhance network security and isolated sensitive data and applications from unauthorized access.
* Managed and arranged SSH servers and clients for secure remote access. created and managed SSH keys for the clients.

**Client:** **Apple, CA (Dec 2015 to Jun 2021)**

**Role: Sr. Network engineer**

**Responsibilities:**

* Design, implementation and troubleshooting client datacenter Network
* Installation, configuration, maintaining and modifying Client DC and Branch Office Network which includes Cisco Routers, Catalyst, nexus, Arista Switches ASA and Palo Alto Firewall
* Installation and configuring of Routers (Cisco ISR4300, 4400), Switches (Cisco catalyst 2900, 3550, 4506, 4507, 6509) , Nexus 7010, 7706, 7018, 5672, 5548, 5596, 5612, 3172, 3048, 2232, 2248 and Arista 7508, 7280, 7504, 7280, 7050, 7060, 7010
* Deploying ASA 5585 in Apple DC, Updating Firewall policy, perform trouble shooting to resolve VPN,NAT and identify root cause.
* Works on switching and routing protocol OSPF, EIGRP and BGP
* Managing and troubleshooting LAN, WAN and LTM F5 related issues and updating RCA for p1 incident.
* Submitting Patch plan to site services for new network device deployment in DC and helping them if they experience Layer1 issue (cable, optics etc.)
* Experience with IP Layer 1-3 (IPv4/IPv6) for Edge Networks and strong knowledge of VXLAN and/or fabric networking
* Managing client network Using SD-WAN Technology
* Identifies areas where automation is possible & communicates to client with benefits.
* Maintaining knowledge of network security trends, to identify and suggest automation and integration into current processes and procedures
* Working with partner teams across Apple to update security policies, standards, guidelines, and training
* Work closely with internal customers on design/solutions; bringing those design/solutions from concept to production.
* Involved in customer downtime/outage events & provide technical guidance or work towards restoration of events.
* Maximizing network performance by monitoring performance, troubleshooting network problems and outages, scheduling upgrades and collaborating with network architects on network optimization.
* Monitoring and managing client network Using client internal and external Tools Crabby,Drep,Epic,Groot,POAP,Unicorn,centralstation,Splunk,infblox,HPNA etc. and also works on Critical P0 and p1 incidents and providing Fix for that.
* Work closely with internal customers on design/solutions; bringing those design/solutions from concept to production.

**Client: Allegis Group, Bangalore, india (29 Aug 2012 to Dec 28 2015)**

**Role: Sr. Network engineer**

**Responsibilities:**

* Implementing and troubleshooting the LAN and WAN related issues.
* Managing Allegis network, which consisting of Switches from 6500 series to low end 2900 series, F5 load balancer, Bluecoat proxy, ASA and FWSM Firewall
* Working and troubleshooting the issues related Routing, switching, F5 load balancer, Bluecoat, ASA and FWSM Firewall
* Installation and configuring of Routers (Cisco 7200, 3800, 3700, 3600, series), Switches (Cisco catalyst 2900, 3550, 4506, 4507, 6509) and nexus 5k, 7k
* Configuring FWSM and ASA firewall to hide the clients Security Electronics network behind the firewall.
* Configuring and managing bluecoat proxy 900-20B and SG 210 and providing access to user for external site by adding the exceptions in bluecoat proxy.
* Works on routing protocols BGP, OSPF, EIGRP, HSRP etc.
* Implementing VPC, VSS
* Creating DHCP scope using infoblox while any new subnet to be added in the network.
* Configuring and troubleshooting wireless related issue
* Configuring access point, updating heat map if there is any new access point installation at remote site and providing remote support to office user if they faces any issue related to wireless
* Configuring and managing F5 LTM load balancer and troubleshooting for any application related issue
* Adding servers, creating irules, certification renewal and providing required information to application team whenever requested.
* Adding new domain into F5 GTM load balancer, creating new zones in DNS and records TXT, MX,CNAME and HOST record as per server team request for the new domain.
* Network fault diagnosis using Tools like XMATTERS, SPLUNK, HPNA, INFOBLOX and PRTG
* Coordinating with onsite engineer if there is any changes scheduled in network or data center.
* Preparing daily, weekly and monthly report and sending this to management on time
* Working on bandwidth up gradation and office relocation activity with defined process

**Client: INTEL Technologies PVT.LTD, Bangalore, India (6 Sep 2011 to Oct 2012)**

**Role: Network Engineer**

**Responsibilities:**

* Installation, supporting a wide range of CISCO Routing Products from the low-end 1600/1700 series to the Enterprise & Carrier-Class 7200 Products, Cisco Desktop Switches to Core and Layer 3 Switches.
* Configuration, installation of higher end switches like CISCO 6500 series, 4500 series.
* Configuration, installation of higher end switches like Extreme Black Diamond 8800 series switches.
* Designing, implementing, and testing data center access infrastructure.
* Developing technical design documentation using Microsoft Visio for LAN/WAN connectivity.
* Designing remote network modifications as per the requirement.
* Updating all network design documentation for each project worked, ensuring accuracy.
* Providing updates of each implementation and cause/risk for success or failure.
* Assisting other engineers in design or implementation work as needed.
* May participate in efforts to validate current network configurations against newly developed standards.
* Designing, planning, upgrading and executing Office, Labs & Data Centre Activities.
* Installation, configuring and maintaining HP Blade servers in Data center.
* Introduced HP switches in the existing network.

**Client: MASHREQBANK –Bangalore, India (30 Aug 2010 to 2 Sep 2011)**

**Role: Network Engineer**

**Responsibilities:**

* Implementing and troubleshooting the LAN and WAN related issues.
* Implementing the ACLs to provide the access to extranet services.
* Configuring, Maintaining and troubleshooting of VLAN.
* Resolve of both Basic and advance issues and perform root cause analysis for network outages.
* Assist in solving global network issues and perform trouble ticket case management.
* Assist various App/Development teams to resolve Network and access related issues.
* Maintaining Backup for current configurations of routers and switches
* Coordinating with Different Vendors.
* Administration of network management tools like WhatsUP gold, PRTG, KIWI Cat Tool and KIWI Syslog Tool.
* WAN link monitoring and timely escalations with service providers for the proper resolution on the issues
* Configuration of SNMP and AAA authentication.
* Monitoring of Mashreq ATMs and follow up with Different teams for 100% Service availability.
* Implementing and troubleshooting the LAN and WAN related issues.
* Configuration of relevant Router/Switches via Change Request as per (Change Control Board) approved HPOV tickets.
* Preparing the Bandwidth report for every branch on monthly basis to analysis the proper utilization of the link
* Co-ordinate and perform ISDN ckt Testing on weekly/Monthly Basis.

**Client:** **DATACRAFT  Bangalore, India (April 2007 to Aug 2010)**

**Role: Network Engineer**

**Responsibilities:**

* Configuration, Monitoring, Maintaining and Troubleshooting WAN links like Leased lines, ISDN Lines, PSTN lines and VSAT for providing WAN Connectivity for customers
* Network fault diagnosis and resolution using monitoring tools like Netcool, Siebel, and Portal etc.
* Installation and configuring of Routers (Cisco 7200, 3800, 3700, 3600,2500,1700 series), Switches (Cisco catalyst 2900, 3550, 4506, 4507, 6509).
* All kind of Remote Troubleshooting over Telephone
* Implementation and troubleshooting of different routes in an internetworking environment.
* Applying Access Lists for security, configuration SSH, configuring QOS to have quality in traffic
* Giving the Technical solutions for Customers (IP Sec related).
* Configuring AAA for Radius server authentication
* Coordinating with BSNL for troubleshooting the leased lines
* Proactively monitoring the Network Infrastructure of the clients and resolving the issue within the given SLA
* Identify recurring problems, alarm correlations and appropriate response actions for future automation
* Responsible for completeness of trouble ticket information and generate uptime reports and statistics
* Remote Datacenter Management services that includes Network due-diligence and technical support
* Follows established workflow & processes e.g. Checklists, daily activity schedules etc and adhere to strict Change Control processes when performing all customer and internal network changes. Own and manage key network changes across assigned accounts and other accounts where required
* Reporting to Head of Operations

**Client:** **Airtel Bangalore, India   (June 2006** **to** **Nov 2006)**

**Role: Network Engineer**

**Responsibilities:**

* Cabling and Wireless Router configuration
* Internet troubleshooting
* LAN troubleshooting
* Outlook Express configuration
* Installing various, Anti virus, Spybot and Modem configuration.