Ankush mane
9922101286
Maneankush60@gmail.com
Nerul (Navi Mumbai)

EXPERIENCE

2024-03- Still Working
(Network Engineer**)**

ABM KNOWLEDGEWARE LTD

1. Implemented network security measures such as firewalls and intrusion detection systems, resulting in a 20% decrease in security incidents within the first one month.

- Developed and implemented network policies and procedures, resulting in a 15% increase in network efficiency and a 10% decrease in downtime.

2. Assisted in the setup and maintenance of network servers, ensuring 99.9% uptime and improving server response time by 25%
3. Incident Management using Ticketing tools HPSM, E-HELPLINE
4. Experience in Team management, Vendor Management, Asset management, Roster Management, Incident management.

2022-01 – 2024-03
IT Engineer (Network),

Reliance Jio Infocomm ltd, navi Mumbai

1. Handling Package- jio fiber
2. Incident Management using Ticketing tools HPSM, E-HELPLINE
3. Identifying recurring incidents, reporting trends to the Shift Leads & recommending solutions.
4. Helping Shift Lead to Manage Major Incident from Start to End
5. Provided tier 1 IT Support to technical internal user through desk side support services.
6. Resolved diverse range of technical issue across multiple systems and application for customer and end user across various time zones.
7. Prepare Incident report for all P1 and P2 incidents.

8. Monitored system in operation and quickly troubleshot errors.
9. Translated complex technical issue into digestible language for non-technical users.
10. Offered troubleshooting of connectivity issues across network such as WIFI
11. Managed high levels of call flow and responded to technical support needs.
12. Submitted service tickets for equipment maintenance request.
13. Used ticketing systems to manage and process support action and requests.
14. Complete the daily task. Coordination with vendor, client and manager.
15. SSID configuration 2.4 GHz and 5 GHz.
16. Worked on different tools like AMS, ACS, HPSM, TIBCO, OC and NOVELOX.
17. Handling VPN related issues.
18. As Team lead I have one year of experience.
19. Experience in Team management, Vendor Management, Asset management, Roster Management, Incident management.
20. Proficiency with firewalls, SDN, and network routing.
21. Advanced knowledge of network technology and security principles.
22. Advanced knowledge in managing cloud IT services and security.
23. Strong knowledge of systems and networking, and the ability to effectively use computerized solutions.
24. Working knowledge of Windows, Linux, and Mac operating systems.
25. Solid knowledge of best practices in IT administration, system vulnerabilities, and security.

2018-12 – 2022-01
IT Engineer (Operation & Network),

IDDS PVT LTD, Clint site CSMIA Airport T2 ,T1,CA Terminal & Cargo Mumbai

1. Incident Management using Ticketing tools HPSM, E-HELPLINE
2. The IT Department is responsible for supporting and maintaining the company's IT systems and for providing efficient desktop support to all business users. The department is also responsible for resolving any IT-related faults quickly and efficiently.
3. Package name - department of operation and maintenance we are handling primary packages AFAS (Auto Flight Announcement System), FIDS (Flight Information Display System) And PA.
4. Provided secondary training to personal struggling with technological tools and systems.
5. Executed troubleshooting and server support in both in person and remote situations.
6. Maintain service schedule for software and hardware.
7. Resolved issue related to operational components for LAN, wan, and voice systems.
8. Troubleshooting network connectivity in a LAN/WAN environment
9. Requesting and coordinating vendor support
10. Preparing daily checklist sending it to the client.

EDUCATION- 2015

BACHELOR OF SCIENCE: COMPUTER SCIENCE, DR. B.A. COLLEGE-RAIGAD

TECHNICAL SKILL

- ROUTING: -   Configuration and concept routing protocol such as RIP, OSPF, and EIGRP & BGP. Also worked on SD WAN Cisco, HP & SD-WAN Cisco, Router.

QUALIFICATION

1. Cisco Certified Network Associated-RST Forum training center Mumbai

PERSONAL INFORMATION –

- DOB   - 4 OCT 1993
- GENDER   - MALE
- MARITAL STATUS   - MARRIED
- LANGUAGES   - ENGLISH, HINDI, MARATHI

I do hereby declare that all the above information is true to the best of my knowledge and belief.

Ankush Mane