

# Aravind S

## Senior Network Support Engineer (DDI)

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Enthusiastic Network Support Engineer, eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Clear understanding of Advanced DNS, DHCP protocols. Motivated to learn, grow and excel in DDI industry.



### Skills

◆	DNS Troubleshooting	◆◆◆◆◆ Excellent
◆	DHCP	◆◆◆◆◆ Excellent
◆	IP Management	◆◆◆◆◆ Excellent
◆	SNMP monitoring	◆◆◆◆◆ Excellent
◆	Strong troubleshooting skills	◆◆◆◆◆ Excellent
◆	Root Cause Analysis	◆◆◆◆◆ Excellent
◆	DNS implementation	◆◆◆◆◆ Excellent



### Work History

◆	<b>Apr 2019 - Current</b>	<b>Senior Network Support Engineer</b> <i>CSS Corp, Chennai, Tamil Nadu</i> <ul style="list-style-type: none"><li>• Provide support for Bluecat DDI service providers</li><li>• Got promoted from I1 role to I2 within 1 year of operation.</li><li>• Manages the EMEA shift alone for the past 2 years.</li><li>• Received the best performer award twice within the 2 years time period</li><li>• Interact with clients on a daily basis.</li><li>• Handle escalated tickets from the I1 engineer's.</li></ul>
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- Manages the open queue and assign tickets to I1's.
- Well-versed with basic Linux commands
- Provided detailed technical documentation for Upgradation ,Hardware refresh and Maintenance of server's.
- Oversaw level-1 Engineer's, directing work orders while monitoring performance metrics and consumer feedback.
- Remotely analyzed and diagnosed complex network/server faults for end-customers, recommending and implementing corrective measures.
- Provide Root Cause Analysis for Major issues.
- Actively involved in discussion's with the Team Leader/Manager to make suitable changes to the process which improve the productivity and efficiency of I1 engineer's.
- Experienced in handling postgresSQL replication/ HA cluster issues.
- Created Multiple Knowledge Base articles for the customer's as well as for Internal purpose.

## **Nov 2017 - Technical Support Engineer**

**Apr 2019**

*ASM Technologies Limited, Trivandrum, Kerala*

- Providing Technical Support to Infoblox's enterprise and ISP customers worldwide.
- Research, diagnose, troubleshoot and identify solutions to resolve customer issues Experience in management and configuration of Infoblox DNS,DHCP and IPAM.
- Hands-on experience on Infoblox hardware appliances such as Infoblox 800 Series, 2200 Series,4000 Series etc.
- Recommend new and existing solutions, which involve enhancing application/systems functionality, features and defect repair Managing Internal Lab used for testing and troubleshooting.
- Experienced in configuring Active Directory Expert in packet analysis using Wireshark.

## **Jun 2016 - Technical Support Executive**

**Aug 2017**

*Phykon Solutions Pvt Ltd*

- US voice process handling both technical and sales queries for an IP solutions provider.
- Familiar with handling US,UK,Australian and Canadian customers Provide remote technical support for Amcrest customers Document knowledge in the form of knowledge base tech notes and articles.



## **Education**

**Aug 2010 - Apr 2014** *College Of Engineering Kallooppa*



## Accomplishments

- Supervised team of 3 Level-1 Engineer's.
- Received the best performer award twice within the 2 years time period.



## Languages

English

◆◆◆◆◆  
Excellent

Malayalam

◆◆◆◆◆  
Excellent

Hindi

◆◆◆◆◆  
Good



## Certifications

CCNA - Cisco Certified Network Associate



## Interests

Team Player

Leadership

Mentoring

Driving

Music