# **Aravind S**

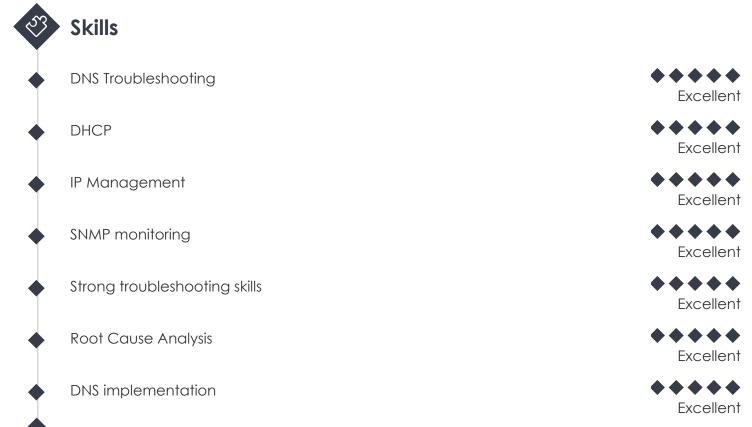
Senior Network Support Engineer (DDI)

Address Alappuzha, Kerala, 690516

**Phone** 904 805 5887

**E-mail** aravindansatheesh@gmail.com

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.





## **Work History**

**Senior Network Support Engineer** Apr 2019 -Current

CSS Corp, Chennai, Tamil Nadu

- Provide support for Bluecat DDI service providers
- Got promoted from 11 role to 12 within 1 year of operation.
- Manages the EMEA shift alone for the past 2 years.
- Received the best performer award twice within the 2 years time period Interact with clients on a daily basis.
- Handle escalated tickets from the 11 engineer's.

- Manages the open queue and assign tickets to 11'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 11 engineer's.
- Experienced in handling postgreSQL 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.



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



# **Accomplishments**



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



# Languages



English



Malayalam



Hindi











# **Certifications**

CCNA - Cisco Certified Network Associate



#### **Interests**



Team Player



Leadership



Mentoring



Driving

Music