**Kamaldeep Kaler**

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**Professional Summary**

* Network/Systems Engineer with 10+ years of experience in the often-merging world of Inter-Networking.
* 12 years of experience in IT.
* Experience in working as Tivoli identity manager Administrator for the past 6 years.
* 7 years of experience in Storage BackUp and Recovery Management.
* 7+ years of experience with SAN/NAS solutions.
* Holds widespread experience in the field of Systems engineering concepts and technologies like, Enterprise Operating systems, Enterprise Systems Migration, Email Servers, Windows 7 operating system.
* In addition to expert level understanding of LAN networking, has a good understanding of Network Operation Center design and troubleshooting a network related issues.

**Certifications**

* CCNA Certified Network Associate (Certificate)
* Computer Hardware Certification.
* Educating for the Advanced Routing and Switching Technologies

**Technical Skills**

* Windows, IBM Servers, Unix operating systems
* Windows Operating Systems, Linux (Suse, RedHat Linux), MAC
* SQL Servers (MSQL, MySQL Server), Database Transfers, Server Redundancies
* Configuring F5 Load Balancer
* IBM Tivoli Identity Manager (4.6), Well Knowledgeable with the Unix Commands, Active Directory
* VMSphere, WebSphere application server
* TCP/IP Stack, OSI Model, AWS
* Systems Security, Firewalls, ACL’s NAT, DNS, DHCP, PAT, VLAN’s
* STP, RPVST, MSTP, HSRP, GLBP, VRRP, QoS, CoS
* Routing protocols like OSPF, BGP, IP/MPLS
* VRF, VRF-LITE, T1, DS0, DS1’s, DS3’s
* Cisco Nexus Switches 2k, 5k & 7k series, Cisco Catalyst 6500 Switches
* F5-BIG IP platform LTM’s and GTM’s, Viprion Series devices, TCL
* VPC, Fabric Path, Switch Stacking
* Static Routes, Dynamic routes, Default Routes, Route Summarization
* Router Experience with TDM Services, NetAPP , Hitachi, Pure Storage Solutions
* Environment: CISCO, Juniper, Linksys, BIG-IP, CheckPoints, Paloalto firewall, PIX Firewall, Microsoft, IBM

**Professional Experience**

**Gap Inc, Sacramento, CA Aug 2019 to Present**

**Customer Support Engineer**

* Managing the existing data center infrastructure and dealing with the different branded networking devices.
* Providing the 24/7 Customer support for the Clients over the Phone for their order needs.
* Implemented routing protocols like EIGRP, BGP, and OSPF on the routers.
* Installation of the 3 servers according to the requirement.
* Consulted the Supervisor on the call by call basis about how to improve the Quality of the calls as well as monitoring each and every call in the Contact center.
* Good experience in Ethernet and 802.11a/b/g technologies.
* Maintained the Adherences as well as the Average handle time for the Calls.
* IP Addressing management skills, creating of VLAN tables, and network documentation by using Microsoft Visio.
* Installed and Configured the Big-IP Load balancers.
* Installed the Microsoft windows 8, 10 Softwares on all the Workstations as per the requirement.
* Observed and analyzed emerging security threats, their products and technologies.
* Setting up the Routers with the TDM Services.
* Implemented the IP/MPLS, QOS, and BGP on Nokia routers.
* Designed services for/upgrade/configure Nokia’s IP/MPLS products (e.g.7x50 SR/ESS,7705 SAS, 7210).
* Security Audit, of firewall policies on a regular basis.

**T-Mobile, Dallas, TX Apr 2016 to Aug 2019**

**Network Support Engineer (Data Network Support)**

* Managing the existing data center infrastructure and dealing with the different branded networking devices.
* Designing part of the enterprise level LAN WAN environment having Cisco Switches (6500 &, 4900 series) and new Nexus 2000, 5000 and 7000 series.
* Configuring switches with Spanning Tree Protocol (STP).
* Good experience in Ethernet and 802.11a/b/g technologies
* Installing and managing of Blue Coat proxies, and DHCP.
* Security related equipments like Cisco ASA Firewalls 55xx series configured.
* IP Addressing management skills, creating of VLAN tables, and network documentation by using Microsoft Visio.
* Fine knowledge of NMS, NPS and understanding of their operations.
* Good command over subnetting and VLSM, VTP, VLAN trunking protocol.
* Experienced in designing and establishing MPLS (LDP & TDP) concept.
* Good hands on work with Cisco VPN Tunnels.
* Observed and analyzed emerging security threats, their products and technologies.
* Security Audit, of firewall policies:
  + Network and Systems Audit on a periodic basis, Database backups, Recovery.
  + Develop future Systems and network policies and standards to be followed.
  + Troubleshooting network connectivity issues – LAN and DMZ.
  + Troubleshooting systems admin related issues.
  + Network migration whenever necessary – Forecast future migration needs, plan and deploy with the guidance and help of the Architecture and design team.
  + Managing internal and client Projects.
  + Plan and deploy Load balancers and provide day 2-day support for post migration/installation issues.
  + Handling internal LAB environment.
  + Deployment and Management of SAN and NAS (Initially NAS and then migrated to SAN).
  + Lead customers through requirements gathering process.
  + Reviewed current network diagram.
  + Installation, configuration and maintenance of Cisco Routers like 2600 and 3600 series.
  + Configuration and troubleshooting of various routing protocols like RIP, EIGRP and OSPF.
  + Configuration of layer 2 Cisco switches for VLAN and Trunking.
  + Planning and implementation of IP addressing Scheme using subnetting and VLSM.
  + Configuring SLA on Cisco Routers.
  + Load balancing the traffic using F5 BIG-IP LTM.
  + Installation, configuration and maintenance of Cisco ASA 5500 and Cisco PIX Firewall 500.
  + Working on an SAP CRM Ticketing Tool System Providing Technical Support to the Customers worldwide.

**CSC, Newark, DE Mar 2010 to Dec 2014**

**TIM/TAM Consultant**

* Project is web-based solution developed using n- tier Architecture. It provides interface for investing in various financial instruments such as IPO, MF, Insurance, Bonds etc. on behalf of company’s retail as well as corporate investors. Project also deals with entire back office activity such as accounting and administration processes.
* Responsible for WebSphere installation, and support.
* Responsible for installing IBM HTTP Server on AIX, and windows environment.
* Responsible for creating nodes for development, system test, user acceptance test and production WebSphere servers.
* Completed the Storage backup for the Server System.
* Completed the Recovery of the Servers that were crashed, Also setup the new servers according to the requirement as per the guidelines
* Responsible for apache configuration to interact with WebSphere. This includes adding web sphere plug-in to apache and configuring httpd.conf file.
* Installing and managing in-house Employee Resource Management tool on WebSphere and Tomcat
* Working for creating a Disaster Recovery solution and Business Continuity plan for the customers to ensure operational technology infrastructure during any eventuality including data backup.
* Administered, configured, tuned, clustered and troubleshot WebSphere related problems.
* Customized and Deployed SelfCare application on WAS.
* 10. Responsible for requirement gathering, documentation, design (including User Interface Prototype), Development of web-based n-tier Architecture for a J2EE application.
* 11. Responsible for designing and creating the database Oracle 10g for the application.
* 12. Responsible for installing and configuring Weblogic 8.1.
* Environment: Tivoli Identity Manager (ITIM v 4.5.), Tivoli Access manager for ebusiness(TAM v 5.x), IBM WebSphere 5.1.x, IBM Directory Server, IBM Directory integrator (IDI), IBM HTTP Server, AIX, J2EE, EJB, Struts, Ajax, Hibernates, Weblogic 8.1, Visual Source Safe, Oracle 10g.

**CMS Computers, Mumbai, India Aug 2006 to Mar 2009**

**Designation: System Support Engineer / Network Administrator**

* Support the senior network administrator in managing local and wide area networks.
* Providing advice and support to all users including printing, software and hardware related issues.
* Maintain and Troubleshoot desktop and server hardware & software.
* Assist with the implementation of new systems.
* Installation, maintenance, update and support of all applications, systems and communications software.
* Planning, scheduling and implementing network hardware and software maintenance requirements and upgrades.
* Troubleshoot network, systems and applications identifying and correcting malfunctions and other operational issues.
* Assist with development and enhancement of relevant standards, procedures and guidelines.
* Carry out all administration matters including, monitoring system performance, ensuring successful back up. procedures and developing/ implementing disaster recovery procedures.
* Setting up the communication infrastructure to provide effective, efficient interaction with a prescribed user area.
* Providing operational support to the senior network administrator and systems analyst as required.
* Configured and installed Windows NT/2000 Operating system to meet the compatibility.
* Provided Desktop support and resolved Hardware and Networking issues.

**Education**

* Bachelors of Electronics Engineering, Pune University, India
* Masters of Science In Telecommunications (SUNY IT Utica Rome New York)