**16 Sugarloaf Terrace Alamo CA 94507**

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**Summary of Qualification**

* A Cisco certified (CCNP,CCDP, CCNA & CCENT) dedicated Networking & Infrastructure & Support Professional with over 14 years of management experience managing a full spectrum of Information Technology Projects
* Expert in project planning, strategic planning, systems analysis and troubleshooting, quality control, forecasting, scheduling and tracking
* Setup a R & D facility in Singapore for product enhancements and development
* Expert in planning, designing, deploying, troubleshooting and supporting Wi-Fi and Zigbee wireless networks
* Expert in the use of sniffer tools in diagnosing Zigbee and Wi-Fi network issues
* Lead a group of IT engineers in providing 24/7 customer support across various time-zones
* Setup datacenter and help desk centers to support company global operations
* Highly knowledgeable in software development, requirements analysis, and database design
* Excellent communication skills across all cross-functional organizational hierarchy
* Proven track record of creating and implementing technical operational plans and strategies

**Technical Skills**

**Operating Systems**: Windows NT/2000/2003/XP, Windows 7, Exchange Server,

Linux, Mainframe, Cisco IOS and Switch CATOS.

**Applications:** MS project, Visio, MS Office, crystal Reports, Visual Studio, IIS, SQL, Oracle, MS Access, DB 2, PeopleSoft.

**Networking:** Configuring Routers and Switches, ASA firewalls, F5 Load Balancers, Cisco Load Balancers, TCP/IP, LAN/WAN, VPN, Tunneling, SQL Server, MS Site Server, Wireless Systems--- (Wi-Fi, Zigbee, Cisco Aironet Series).

**Languages**: ASP. COBOL, HTML, XML, Visual Basic, C++, Java,

JavaScript.

**Certifications**

* **CCNP** –Cisco Certified Network Professional.
* **CCDP**--Cisco Certified Design Professional
* **CCNA**--Cisco Wireless Certified Network Associate.
* **CCENT**—Cisco Certified Entry Networking Technician.
* **Palo Alto ACE Certification**
* Completed PMP Program.
* Completed ITIL Program.
* Completed J2EE Programming Classes.
* Completed SAP Administration (Basis) Course.

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|  | **Professional Experience**  **Senior Field Service Engineer Feb 2 2021** –Present  NUMSP, Chicago Illinois   * Hands on experience working as a Field Service Engineer * Expertise in performing troubleshoot on equipments of the trade * Proficient in working with Microsoft products and protocols * Provided support to the customers and resolved all malfunctions that occurred in the product. * Assisted the Service Account Manager and performed system checks and maintained the inventory. * Managed all emergency calls and visited the site and resolved all problems. * Facilitated in tracking the activities of the site with the help of the tracking system. * Answered all customer queries, filed the requests for enhancements and submitted it to the seniors. * Organized training and assisted the customer to understand the broadcast products. * Provided training to internal and external customers. * Performed preventative maintenance on the system and validated it. * Scheduled all customer visit prior to the call and visited the site in case of complex problems. * Coordinated with the support department and performed all actions as suggested. * Updated all technical and administrator manuals and bulletins. * Provided technical solution to the problems that occurred in the field.   **Network Engineer April 2019** – **August 2020**  Sutter Health, Sacramento, California   * + Implemented/Up-gradated switch Onsite/Remote on all Sutter Health Facility  1. Upgrading Cat OS to Cisco IOS on Cisco Switches 3850, 3750,4500, 9300, 9400 series. 2. Ensured Data Center uptime time 24X365. 3. Supervised the installation and testing of electrical circuits within data center panels and PDU's 4. Instrumental in major data center relocation including replacement of over 150 servers. 5. Modified internal infrastructure by adding switches to support server farms and added servers to existing farms. 6. Provided cloud security working with Zscaler • Troubleshoot network issues  • Preparation of Cut Sheet 7. Supported ICE Installation. • Provide technical support for critical issues during deployment and post deployment   **Wireless Network Engineer** September 2016 – Dec 2017  [**World**](http://www.linkedin.com/company/3895?trk=prof-exp-company-name) **Wide Technology Inc,**, Kaiser, California   1. Optimized inventory levels throughout the deployment process. 2. Work with development and product management teams to transition and operate cloud based workloads 3. Develop tools to deploy, manage, monitor and troubleshoot cloud based systems on or off premises 4. Work with development and product management teams to transition and operate cloud based workloads 5. Provided training and successfully managed projects in their final stages to completion 6. Designed, configured, and administered complete image and deployment process of Windows 7. Created and maintained user documentation and administered training material. 8. Gathered requirements from post to ensure system design will satisfy on site user needs   • Configure AP, Controller, Router, switches and Network related gears • Troubleshoot network issues  • Preparation of Cut Sheet  • Provide technical support for critical issues during deployment and post deployment  **Wireless Network Engineer**  June 2016 – September 2017  [**World**](http://www.linkedin.com/company/3895?trk=prof-exp-company-name) **Wide Technology Inc,** St. Joseph Hospital, California  • Configure AP, Controller, Router, switches and Network related gears • Troubleshoot network issues  • Preparation of Cut Sheet  • Provide technical support for critical issues during deployment and post deployment  **Network Engineer Deployment**  January 2016 – May 2017  [**World**](http://www.linkedin.com/company/3895?trk=prof-exp-company-name) **Wide Technology Inc,** PG&E, California   1. ECP Project 2. Ensured Data Center uptime time 24X365. 3. Work with development and product management teams to transition and operate cloud based workloads 4. Develop tools to deploy, manage, monitor and troubleshoot cloud based systems on or off premises 5. Work with development and product management teams to transition and operate cloud based workloads 6. Supervised the installation and testing of electrical circuits within data center panels and PDU's 7. Instrumental in major data center relocation including replacement of over 150 servers. 8. Optimized inventory levels throughout the deployment process. 9. Provided training and successfully managed projects in their final stages to completion 10. Designed, configured, and administered complete image and deployment process of Windows 11. Created and maintained user documentation and administered training material. 12. Gathered requirements from post to ensure system design will satisfy on site user needs 13. Configure Router—Cisco 3690 Voice, switches and Network related gears 14. Troubleshoot network issues • Redundancy Testing   **Network Engineer**  [**World**](http://www.linkedin.com/company/3895?trk=prof-exp-company-name) **Wide Technology Inc, EOYDC**, California May 2015 – Dec 2015  • Configure Voice Router, switches and Wireless Network related gears  • Troubleshoot network issues  • Setting Up Phone System  • Provide technical support for critical issues during deployment and post deployment |  |
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**IT Network Specialist** September 2013– April 2015

[**Pacific Gas and Electric Company**](http://www.linkedin.com/company/3895?trk=prof-exp-company-name)**,** Concord, California

* Ensured Data Center uptime time 24X365.
* Supervised the installation and testing of electrical circuits within data center panels and PDU's
* Instrumental in major data center relocation including replacement of over 150 servers.

• Configure Router, switches/FWSM, firewall, Load Balancers and Network related gears  
• Configure VPN on firewall and routers for Client access to server farm resources  
• Troubleshoot network issues such as access and VPN Issues  
• Manage Project as new clients are contracted for Manage service  
• Administer and maintain 200 Cisco ASA/PIX   
• Administer and maintain access rules for ASA/PIX firewall  
• Monitoring network security, particularly if the network connects to the internet  
• Planning and implementing projects for new clients   
• Provide technical support for critical issues during deployment and post deployment.

**Network Engineer/Deployment Aug 2011** – July 2013

Micros-Retail/Fry Inc. Westmont IL USA

* Optimized inventory levels throughout the deployment process.
* Gathered requirements from post to ensure system design will satisfy on site user needs
* Ensured design was consistent with equipment orders
* Ensured Data Center uptime time 24X365.
* Supervised the installation and testing of electrical circuits within data center panels and PDU's
* Instrumental in major data center relocation including replacement of over 150 servers.

**•** Configure Router, switches/FWSM, firewall, Load Balancers and Network gears

**•** Configure VPN on firewall and routers for Client access to server farm resources

**•** Troubleshoot network issues such as access and VPN Issues

**•** Manage Project as new clients are contracted for Manage service

**•** Administer and maintain more than 200 Cisco ASA/PIX

**•** Apply content filtering and URL filtering on more than 200 Cisco ASA/PIX

**•** Administer and maintain access rules for more than 100 client’s firewall

**•** Configure and Administer F5 big IP Load Balancers

**•** Configure Nagios to monitor critical IT infrastructure components.

**•** Monitoring network security, particularly if the network connects to the internet

**•** Planning and implementing projects for new clients

**•** Administer security for mobile devices through ISE

**EVDO RNC Integration Engineer May** 2011 - Aug 2011

Goodman Networks-contracted to Alcatel-Lucent, IL USA

**•** Review Customer Network Data Design (CNDD) to ensure correct system configuration.

**•** Develop Method of Procedure for integration of EVDO UNCframe for

specific market configuration.

**•** Develop Method of Procedure for cell swings.

**•** Integrate new DO RNCs, loading software, configuring database, provision

Routing and connection to PDSN, Aggregate router and OA&mp Network.

**•** Testing new DO RNC’s interoperability with the existing network.

**•** Provide technical support for critical issues during deployment and post deployment.

**Network Consultant**

Iyka Enterprises, Inc, IL USA Oct 2009 – Dec 2010

* Designed and implemented Cisco networks.
* Configure and Setup Router and Switches/FWSM
* Assisted in configuring and Setting Cisco Call Manager
* Manage Project as new clients are contracted for Manage service
* Configure VPN on firewall and Router for client access
* Troubleshoot wireless network issues of the carrier networks.
* Experienced in managing routing protocols like OSPF, EIGRP, RIP and BGP.
* Provided network engineering and LINUX/UNIX consulting services.
* Provide analysis on VoIP and NGN.
* Provided tertiary support services for networks, servers and desktops.
* Installed PIX firewall and provided troubleshooting services.
* Provide expert technical support for protocols like TCP/IP, UDP, DHCP, VLAN.
* VPN and connectivity implementations and troubleshooting.

**Network Program Manager/Deployment Manager**

Life Fitness (Division of Brunswick Corporation, IL, USA) Singapore Mar 2003 --- Aug 2008

* Setup a Research facility for R&D and built an infrastructure for its operations and development.
* Lead a team of IT Engineers, in providing product support & development.
* Optimized inventory levels throughout the deployment process.
* Provided training and successfully managed projects in their final stages to completion
* Designed, configured, and administered complete image and deployment process of Windows
* Created and maintained user documentation and administered training material.
* Gathered requirements from post to ensure system design will satisfy on site user needs
* Ensured design was consistent with equipment orders
* Assisted in configuration of hardware including network devices and servers
* Lead a team in providing support across different continent and time-zone for our international clients on both hardware and software issues.
* Spearheaded design through deployment of new development projects, including Web site re-launch.
* Lead development of requirements, data models, and all documentation
* Ensured all support issues are resolved in accordance with the customers’ SLA
* Deployment of servers, kiosk, network (wired and Wireless), Cisco router, switches/fwsm and ASA firewall.
* Provide expert technical support for protocols like TCP/IP, UDP, DHCP, VLAN.
* Optimized inventory levels throughout the deployment process.
* Provided training and successfully managed projects in their final stages to completion
* Designed, configured, and administered complete image and deployment process of Windows
* Created and maintained user documentation and administered training material.
* Gathered requirements from post to ensure system design will satisfy on site user needs
* Ensured design was consistent with equipment orders
* Assisted in configuration of hardware including network devices and servers

**System Support Lead**

Development Bank Singapore, Singapore 2001 --- 2002

* Lead a team of 5 System Engineers in providing support for Mainframe and AS400 Banking/Financial Application.
* Administered Novell System operations and GroupWise email application.
* Setup and Established a comprehensive backup system.
* Provided Desktop/Customer support to the Organization.
* Developed detailed plans for disaster recovery.

**Support Analyst**

Icon MediaLab Asia, Singapore, 2000 --- 2001

* Provided Windows 2000 System Administration.
* Implemented Active Directory Structure to enable user authentication.
* Installed and implemented Exchange Server and Outlook email.
* Served as Desktop Support/Customer Support and backup administrator.
* Developed a comprehensive backup system for NT Server farm.

**System Analyst HealthCare Network**

Hawaii Medical Service Association, HI USA) 1995 --- 2000

* Set up first statewide Health Care Network in Hawaii.
* Served as Project lead in developing and implementing the Hospital Systems Health Care Network.
* Provided technical support for pre and post sales for HealthCare Network.
* Spearheaded the system integration between Hospitals, clinics and doctor’s office.
* Programmed Relays for data extraction from Hospitals and clinics.
* Developed Scripts for Hospital menus for report generation
* Provided training for hospital staff and clients on operations of the Healthcare systems.

**Systems Security Administrator/Analyst**

Hawaii Medical Service Association, HI USA) 1993 --- 1995

* Administered data security on IBM Mainframe using CA's ACF2.
* Supported programmers and end users on Mainframe problems.
* Helped to troubleshoot data security issues encountered by users proficient in TSO, CICS and JCL.
* Developed and implemented security policies and procedures throughout the organization.
* Performed audit on departmental LAN/PCs.
* Conducted seminars on data security throughout the organization.

**Research Analyst**

Hawaii Medical Service Association, HI USA) 1991 --- 1993

* Provided analysis on effects on a Medical Insurance Programs.
* Installed the First LAN (Novell) in the Company.
* Maintained NT servers, performed backup, troubleshoot and support customers.
* Administered Exchange Server and performed administrative activities in NT 4.0.

**Education**

1990 - 1992 Hawaii Pacific University Hawaii, USA Masters Information Systems

1988 - 1990 Hawaii Pacific University Hawaii, USA Bachelor of Science Computer Information Systems and Management (Double Degree).

* Epsilon Delta PI (National Computer Science Honor Society).
* Delta Mu Delta (National Honor Society in Business Administration).
* Alpha Chi (National Honor Society).
* Elected Who's Who Among students in American Universities & Colleges.
* Dean's List.