CURTIS MAHADEVAN

Network Engineer

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ABOUT ME Firstly, thank you for taking the time to open my CV. I am a very outgoing confident individual; I like to push my limits and learn more about the world in general and understand exactly how things work. I recently moved to Sion, VS, Switzerland with my wife. I now hold a Switzerland Residency Permit B, I am looking to move my employment here from the UK. Having worked with some of the largest companies in the UK I have exposure to vastly different ways of working which I use to my advantage to combine and produce the best results. I am not afraid to speak out, discuss ideas with a solid team.

TECHNICAL SKILLS

NETWORK ENGINEER

- Cisco Catalyst & Nexus, Fortinet, Juniper, Ubiquiti and HP networking equipment
- Firewall policy creation and modifications
- Citrix ADC, NetScaler and VDI
- Major incident management and PIR
- Change Management
- Upgrades, deployment, and maintenance
- Routing protocols: OSPF, BGP, EIGRP, RIP
- OSI Model
- Automating tasks using Python & PowerShell
- SolarWinds alerting, and auditing setup

SERVER AND DESKTOP SUPPORT ENGINEER

- Active Directory, DHCP and DNS
- Group Policy Management
- Troubleshooting and resolution
- Deployment and migration of Azure, Intune, and on-prem exchange to 365 cloud
- Thin client and VDI setups

LANGUAGE

ENGLISH: Native language
FRENCH: Basic level

PERMITS
- Switzerland Residency Permit B
- Full UK drivers license (valid in Swiss but due to convert shortly)
- Certified Network Cable Installer CNCI course for Fibre and Copper cabling
- EUSR (Energy & Utility Skills Register) Work Site Safe Card. CSCS.

WORKING EXPERIENCE

NOV. 2022 – CURRENT   SENIOR NETWORK SUPPORT ENGINEER | Computershare

- Working in a multinational, EMEA, NA and OCEANIA financial company ensuring network reliability and resilience across all offices & datacentres connected by MPLS and with their own internet breakouts. Within a team of 5, supporting 14,000 employees and 25,000 clients.
- I act as a key contact for colleagues in various functions around the business (Web, Server, Database & Remote Site Support) in which they can obtain consultancy.
- Maintaining network security, by auditing incoming firewall requests, then educating or implementing policies as fit. On complex FortiGate firewalls (Internal & External Tier) and Juniper. Ensuring SWIFT and SIX payment gateway security is satisfied with siloed zones dedicated to sensitive CID containing traffic, DMZ for incoming internet traffic. I also use AlgoSec to ensure all changes to firewalls across the estate are audited and properly documented within change management on SNOW (Service Now analyst portal).
- Routine firmware upgrades of network switches, firewalls, and routers. Using Python scripts to obtain information and cross reference it against support contracts to avoid technical debt in the form of outdated software.
- I enjoy creating and updating technical documentation on configuration and network diagrams/design, as well as producing reports for management. Using applications like Visio, SharePoint, OneNote and shared file services to distribute to the wider team and company.
- Using Akamai, to protect against unauthorised or negative traffic across internet links into business such as DDoS attacks. Using Zscaler to stop unauthorised traffic outbound to potential sites that can cause bad company reputation.
- Resolving 2nd & 3rd line support issues and assisting Service Desk in combatting frequently occurring issues. Identifying route causes and attending incident management bridges for major incidents, producing reports after the fact.
- Planning and implementing migrations from End of Support <Windows 2012 Server to Windows 2022 Server, for various Network application servers, such as SolarWinds(v2018>v2023) Kiwi Syslog Server(legacy to NG) whilst making sure that the data is preserved and transitioned. Using VMware on Nutanix clusters. This saved the business penalties of £1000/server/month.
- Due to my wireless networking knowledge, with respects to my Ekahau pro training, I have solely migrated away from a FortiWLC Meru setup to Meraki Wireless, using MX security appliances connected to internet breakouts across the EMEA region, in which APs across the organisation connect to, allow staff to access core network functions, guest captive portals with scrubbed traffic, and tech staff to be able to build using PXE/DP servers. All VLAN segmented for security, and traffic shaped to ensure key functions are not interrupted by unauthorised streaming etc. Making sure that channel grouping and spread is setup correctly and using an AP on a stick method to heatmap sites to ensure dead zones are kept to a minimum.
- Using tools like Wireshark to my advantage to identify issues across the network, DHCP IP addressing issues, blocked by firewall policy or to help application/web developers to see where there is issues.
- Creating reports, configuration backups and syslog alert triggers within SolarWinds and Kiwi syslog, to gain an advantage of upcoming issues before they cause business impact. I also created a NOC style dashboard for easier identification of issues.
- Utilising layer 3 routing protocols, OSPF and BGP to ensure network availability & redundancy. Reassuring stakeholders.
- Planning and deploying Data Centre networks, Cisco Nexus switches in vPC, ensuring that resilience is key as per the critical demands of a financial institution. Using Cisco

DCNM and moving towards Cisco Nexus Dashboard Fabric to manage larger tasks.

· On Call rota and out of production hours work. Maintenance weekends to upgrade equipment etc.

· Attending change management and presenting upcoming changes to a wider business audience. I will also contribute if others have changes that concern network or the business risk in general.

· When I had entered the company, I used my previous experience to challenge existing ways of working and brought a fresh approach to update policies and the lack of automation. I have created Powershell/Python scripts to automate a chunk of mundane tasks freeing up colleagues to work on bigger and better projects that will enable the business to move forward.

· Hosting weekly and bi monthly team meetings to discuss progress with projects, identify common issues, discuss solutions and improvements. Discussion of complex ideas and driving innovation within the network. Just because it works does not mean it works as well as it could.

· Engaging with vendor support to tackle common firmware bugs and hardware RMAs.

NOV. 2018 – NOV. 2022   SPECIALIST FIELD ENGINEER | BT Plc

· Deploying, consulting, and troubleshooting network services to various sized businesses across the UK in the South West region.

· Connecting with IT business partners from clients to deliver projects to suit their needs.

· Heavy involvement with WAN deployment on high level governmental, aerospace and enterprise networks. Configuring and deploying complex Cisco Nexus 9k chassis in VSS pairing, 100GB backbone with diverse routes.

· Providing training to staff on new products and services. creating technical and user manuals to supplement this.

· Ekahau Pro trained Wireless Lan Survey and AP deployment, ensuring coverage across areas.

JAN. 2018 – OCT. 2018   IT SUPPORT ENGINEER | Bromford Housing Group

· Day to day management to the ticketing system.

· Supporting internal and external client, with a variety of issues, over the phone, email or self-service ticketing.

· Working as a 1st and 2nd line engineer and assisting where possible with 3rd line to deliver projects also solving major incidents.

· Migration to thin clients using VMware Horizon, moving mailboxes to the cloud 365 platform from on premise exchange and providing user training.

JAN. 2016 – NOV.2017 APPRENTICE IT SUPPORT ENGINEER | dcs associates

· Provides remote support for clients in the hospitality sector.

· Setting up new computers for clients, installing operating systems, drivers, additional RAM, anti-virus and remote support software.

· Cleaning computers with anti-virus and malware clearing software. Securely wiping them if the virus is persistent, then preforming new install of the operating system and our company supplied software package.

· Managed server's active directory and email Microsoft Exchange, adding or modifying users and groups as requested by the client.
Handling clients that are of different levels of technical knowledge.

· Performing onsite work, including air travel to sites, such as new installations, maintenance, repair and liaising with clients.

EDUCATION

NOV. 2018 – NOV. 2022   BT Plc

· In house Cisco, networking, and other H&S training
· Fibre & Copper cable termination

JAN. 2016 – NOV. 2017   WILTSHIRE COLLEGE & dcs associates

· Apprentice IT support & Field Engineer, with Professional Competence for IT and Telecom Professionals Diploma