

Saurabh Kumar

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Summary

Skilled in improving network security and effectiveness, I used my knowledge of network infrastructure and troubleshooting at Wipro Technologies to reduce network incidents. Known for excellent problem solving and teamwork abilities, I effectively addressed severe security attacks, taking initiative in overcoming vulnerabilities. I have the knowledge of Microsoft Azure and look forward to putting my knowledge to practice in live projects. Currently learning AWS Cloud to add additional expertise.

Skills

- **Networking:** Network infrastructure, IP addressing & subnetting, Network troubleshooting, Security threat mitigation, Technical log analysis
- **Security & Compliance:** Network security best practices, Firewall configurations, Incident response
- **Cloud Technologies:** Microsoft Azure, AWS Cloud (learning in progress)
- **Automation & Scripting:** Familiarity with PowerShell scripting for network automation
- **Protocols & Tools:** Cisco switches, Fortigate, Forescout, Ivanti VPN, Network monitoring & management tools
- **Soft Skills:** Strong problem-solving abilities, Cross-functional collaboration, Documentation & reporting

Work Experience

Network Support Engineer, Wipro Technologies, Bengaluru, India

September 2022 - Present

- Efficiently handled over **150 customer tickets per month** in the Network Security and Network Data domains, maintaining **95% SLA compliance** and reducing ticket backlog by **25%**.
- Resolved complex issues related to **Forescout, Fortigate, Ivanti VPN**, and **Cisco switches**, including addressing **more than 50 Forescout security incidents** monthly, cutting unauthorized access by **20%**, resolving **15-20 Fortigate issues** monthly to reduce network downtime by **15%**, and troubleshooting **multiple Cisco switch incidents** monthly, reducing outages by **30%**.
- Collaborated with cross-functional groups, such as **Intune** for compliance control, **Azure** for virtual firewall setup and policy management, and **Problem Management** for Root Cause Analysis (RCA), to engineer and implement network policies that provided increased security, reduced misconfigurations, and network stability.

Achievements

- Minimized network-related issues by **30%** by taking proactive security steps, using network monitoring tools such as **Zabbix, LiveNX**, and **Cisco DNA Center** to detect and fix issues in advance.
- Successfully handled support tickets, prioritized according to urgency, and followed the **SLA violation policy**. Identified problems proactively within the time limit and informed users through **Teams** and **email**, minimizing downtime and enhancing user satisfaction.
- Employed **PowerShell scripting** to perform health checks and take backups of **more than 250** Cisco, Catalyst, and Fortigate switches.
- Received the **Diligent Achievers Award** from the Cluster Delivery Head for outstanding performance in resolving network incidents, seamless collaboration with internal teams, and always being a positive and professional attitude, ensuring overall team success and operating efficiency.

Education

BSSN Inter College, Aurangabad, Bihar, India

March 2019

Certifications & Additional Qualifications

- **AZ-900** : Microsoft Azure Fundamentals
- Knowledge of **Cloud Networking & Virtualization Technologies**.