

ANURADHA PATHAK

NETWORK SUPPORT ENGINEER



CONTACTS



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Gurugram

LINKS

LinkedIn:

<https://www.linkedin.com/in/anuradha-pathak19/>

SKILLS

- Routing: BGP, OSPF, EIGRP, RIP, RIPv2
- Switching: VLAN, DTP, VTP, STP, RSTP, EtherChannel
- Security: ACLs, Port Security, RADIUS, TACACS+
- WAN: VPN IPsec, GRE, DMVPN
- NAT
- HSRP
- SNMP, TELNET, SSH, DHCP, DNS

ABOUT ME

Seeking a challenging career opportunity in Information technology as a Network Engineer in related roles.

Having experience of 4 years & 7 months in Telecom and Networking domain.

Having experience of 3 years & 9 months as a Support Engineer with expertise in CCNA – Routing & Switching.

WORK EXPERIENCE

InKnowTech Pvt. Ltd.

Gurugram

Oct 2019 – Aug 2020

• Network Support Engineer

Project - Accenture-Bharati Airtel, Manesar

- The project involved Airtel, which as an ISP, provides WAN internet connectivity to its customers and Accenture, which as a partner, supports Airtel's infrastructure by providing technical expertise, troubleshooting and resolutions at Layers 1 to 3 of network architecture.
- Took ownership of service Requests (SRs).
- Troubleshooting of P2P, lease line, MPLS network link.
- Telnet of MPLS Provider Edge router by using putty and RD session.
- Provided end to end resolutions within 4 hours of SLA Report with region for outage (RFO).
- Verified duplex matching, Rf configuration of Radwin, Makset, Cembium RF device via RF NMS.
- Data gathering via tools such as Metasolve (M6), B2B, ITNM, TAC Asist.

Aspire Broadband

Singrauli

Sep 2018 – Mar 2019

• Technical Support Engineer

Project – Hardware / Support

- Troubleshooting: MIKROTIK R260GSP, MIKROTIK SXT Lite5, DSL Routers - TENDA/ SYROTECH/ BINATONE, REVO-ONU
- Network monitoring of company as well client via dude.
- Bandwidth monitoring in CCR in Win box.

SOFT SKILLS

- Ability to rapidly build relationships
- Interested in gaining practical knowledge
- Willingness to learn new technologies
- Comprehensive problem-solving abilities.

LANGUAGES

- Hindi
- English

CERTIFICATIONS

- CCNA(R&S) ID – CISCO13482667
- Pursuing CCNP(R&S)
- SD-WAN self-trained
- Linux self-trained
- Palo Alto ongoing self-training

- Configuring DSL routers and implementing solutions remote access via Any desk software.
- Troubleshooting traffic and outage related issues
- Generating tickets and sending RFO reports to clients.
- Reporting of technicians (working under) and assign tickets via bell-Radius.
- Client follow-ups, making Quotations and Create ID.
- Troubleshooting outage-fiber-cut via OTDR devices.
- Crimping and patching LAN cable via crimping tools and fiber cable splicing machine.

7 Layer Technologies

Lucknow

Apr 2016 – Aug 2018

• Technical Support Engineer

- Responsible to resolve all technical issues for online lab.
- Cisco IOS installation, backup, restore, reboot devices, files TFTP server.

Reliance

Communications

Singrauli

Jun 2015 – Mar 2016

• MIS

- Responsible for customer's SIM activation end-to-end process and resolved technical issues with respect to activation.

EDUCATION

RGPV

Bhopal

2014

• Bachelor of Engineering

- Electronics and Communication

RGPV

Bhopal

2010

• Diploma

- Electronics and Telecommunication

SSB

Singrauli

2005

• Secondary Certificate

- General science