Vikas Shinde

Senior Network Engineer

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I intend to build a career in a leading corporate hi-tech environment with committed and dedicated people, which will help me to explore myself fully and realize my potential.

Skills

Technical Troubleshooting /Ticket Management

Firewall Management Tools

LAN/WAN/MPLS/BGP/SD-WAN

Switching/Routing

Linux /Release management

Server Management and Installation

Network Configuration

IP Addressing and Subnetting

Work History

Sep 2016 - Current

Senior Network Engineer

Ohum Healthcare Solutions Pvt Ltd

- I traveled to Bangalore Electronic City, Sify, DC for office Co-Location project
- Hands-on Rack server Hardware upgrade HP ProLiant HP DL180, DL360P G8, DL380P G8, DL380, DL 580, release management (releasing applications, Android builds through GitLab and Jenkins), create a hotfix branch in GitLab.
- Automation of software builds and deployments using Jenkins
- Handling all releases, such as maintenance release, emergency releases, patch deployments, and launch of new projects
- Managed daily builds and releases to QA
- Debugged build failures and worked with developers and QA people to resolve related issues

- Extensive experience in Installation and configuration of Apache Solr, Zookeeper, Pinpoint, Redis (cache memory), Minio (Remote File System), and Jitsi (video bridge)
- Solr, Gitlab and OTRS ticketing tool migration and upgrade
- Installation XenServer and Configuration of VM's Build virtual Linux server and Windows server using Citrix Xenserver and Proxmox
- I worked on Ceph Distributed File system installation and configuration
- Managing VM's, Migration
- FreeNAS/SAN installation and configuration of SAN Pool
- I worked on installation and implementation of Nagios open-source Server Monitoring tool
- Installation and configuration of Nginx web server HTTP to HTTPS
- Installation and Configuration of O.S CentOS, Red Hat and Ubuntu
- Installation, Configuration and Migration of OTRS ticketing system
- Antivirus server and client update Management and Reports
- Google mail service Admin Console
- DNS mapping on GoDaddy and Domain Raja
- Servers, laptops, and desktops: basic hardware maintenance
- Vendor management for software and hardware requirements
- Configuring, monitoring, and troubleshooting LAN/WAN Network
- Configuring, monitoring, and troubleshooting PfSense firewall
- Configuring and troubleshooting network devices
- Working on network Security with respect to Internet
- Good knowledge of supporting technologies: DHCP/DNS, Anti-Virus, systems management, and Availability configurations
- Knowledge of local and remote computer system diagnostic tools
- VPN configuration and troubleshooting
- Internet link monitoring and coordination with ISP's
- Nagios and OSEC monitoring (Linux Server's)
- Building Data center, Rack cabling, server upgrades, and rack mounting
- NAS and NFS configuration
- Installation, configuration and Maintenance of Xen Server
- Installation and configuration of Networking devices
- Installation and configuration of firewall for network filtering and proxy
- VPN configuration, site-to-site and OpenVPN
- Monitoring server using Nagios
- Hands-on experience on data design, Activation, and testing
- Hands-on experience on voice design
- Good knowledge of routing protocols (BGP, MPLS, viptela, and riverbed)
- Good knowledge of switching and routing
- Configured LVM (Logical Volume Manager) to manage volume groups, logical and physical partitions, and importing new physical volumes
- I worked on setup of password-less SSH on Remote Client server
- Creating multipath configuration on Linux servers.

Mar 2014 -
Sep 2016

Senior Network Engineer

DatamaticsHR and Consultancy Pvt Ltd.

- Configuring, Monitoring and troubleshooting the LAN/WAN Network

- Configuring, Monitoring and Troubleshooting the Cyberoam and Fortigate firewall
- Configuring and troubleshooting Polycom IP phones
- System Hardware Configuration and Maintenance
- Good Knowledge in desktop management and troubleshooting and knowledge in network and server
- Office asset inventory and complete asset tracking, asset warranty, and renewal processes
- Simultaneously, I have handled the Mumbai office entire network
- Install and troubleshoot networks, networking hardware devices, and software
- Installation, maintenance, and configuration of network printers
- Handling all hardware, system, and network-related issues
- Excellent technical knowledge of PCs and desktop hardware
- Routers, switches, and firewall experience
- Outlook and similar email client configuration and troubleshooting
- Day-to-day system health check
- Backup scheduling and monitoring
- Installing and configuring computer hardware operating systems and applications
- Monitoring and maintaining computer systems and networks
- Setting up new users' accounts and profiles and dealing with password issues
- Prioritizing and managing many open cases at one time
- Installing and managing Antivirus
- Monitoring ISP internets and coordination with ISP if problems persist
- Installing Windows XP, Windows 7, Windows 10, and Windows 8 Operating Systems and troubleshooting of Daily Basis Problems
- Assembling, Installing and troubleshooting day-to-day issues on users machines
- Vendor communication for support, troubleshooting, follow-ups, and procurement
- IT inventory listing and update management.

Sep 2013 - Mar 2014

Network Engineer L2

TΛTΛ Communications Payment Solutions Limited (TCPSL)

- ATM monitoring
- Handle all delayed calls which are crossing TAT and LEVEL 1 agents
- Manage vendors and internal department escalations
- Aware of the escalation process and drive (internal and external) delayed calls.

Sep 2012 - Sep 2013

Network Engineer

Tata Teleservices (Maharashtra) LTD

- Bandwidth monitoring, responsible for customer side Configuration and Maintenance of ADSL Broadband, Dialup PRI,IPS and Leased line Networks Coordination with the link service provider for resolution of link issues. (Monitoring software:-ECI and UT)

- Evaluation of new network technologies, management tools, and analytical tools
- Inventory Management of new sites with all equipment like location, RACK, Switch, Routers, DSLAM etc
- Providing Online or Web support for Installation and configuration
- Troubleshooting and supporting field engineers at Level 1 and 2
- Monitoring of Tata network for rest of Maharashtra and its maintenance
- Responsible for providing support with core competencies in switching, routing and Wi-Fi network which include detailed knowledge on VLAN, routing, protocols, DHCP, CNR, SESM, SSG etc
- Maintaining records of Installation reports Maintaining FSR reports to monitor Field Engineer Maintenance and Installation Productivity
- Ethernet Cabling for Switch and LAN Infrastructure
- Routing Protocols (RIP, IGRP, EIGRP and OSPF)
- Configuring Router and Switch (2950, 2960, 3750)
- Configuring DSL Modem Routers
- Configuring ESN and EDN.

Oct 2008 - Aug 2012

Network Engineer

TATA Communication LTD, (TCL) Pune

- Managing team of Field Engineers
- Responsible for closure of Technical tickets within SLA for Major areas in Pune
- Providing Online or Web support for Installation and configuration
- Troubleshooting and supporting field engineers at Level 1 and 2
- Knows in-and-out structure for DSL customers, i.e
- From customer end to SSG Level
- Hands-on experience over Cisco 2950/3750 Switches as well as SSG hardware include
- VAS support for antivirus and other PC-related software
- Monitoring of Tata network for Rest of Maharashtra and its maintenance
- Responsible for providing support with core competencies in switching, routing and Wi-Fi networks, which include detailed knowledge on VLAN, routing, protocols, DHCP, CNR, SESM, SSG, etc
- Worked on M6 and Viznet and other platforms
- Maintaining records of Installation reports Maintaining FSR reports to monitor Field Engineer Maintenance and Installation Productivity
- Ethernet Cabling for HUB Switch and LAN Infrastructure
- Routing Protocols (RIP, IGRP, EIGRP and OSPF)
- IP Addressing and Subnetting VLSM
- Configuring Router and Switch (2950, 2960, 3750)
- Configuring DSL Modem Routers
- Configuring ESN and EDN.

Education

Oct 2015   ## MBA

May 2012 **B.A.**

Mar 2001 **H.S.C**

Mar 1999 **S.S.C**

Certifications

Certificate Course in MS-CIT

Hardware and Networking Diploma from Global Institute, First Class

CISCO Certified Network Associate (CCNA) from SevenMentor Institute, Pune

Certificate in ETH (hardware and networking)

Personal Information

- Date of Birth: 10/05/83
- Marital Status: Married

Software

Jenkins

Gitlab

OTRS

BMC Remedy

Redis, Solr, Minio

Languages

English

Hindi

Marathi