**Arockia Jecintha James**

Arockia.james23@gmail.com

8610571007

**Profile**

To be associated with a progressive organization, where I can employ my customer handling, technical and leadership skills to contribute to the growth of the organization and my personal growth in an effectual manner.

**Professional EXPERIENCE**

* Overall experience of 14 years in Design, Implementation, Installation, Configuration of LAN and WAN network and Service Delivery.
* Experience in VLAN, VTP, STP, RSTP, PVST, CDP, Ether channel, LACP, SPAN, RSPAN, Private Vlan, Intervlan Routing, Stacking, Access List, Port Security, Policy Based Routing, VSS, 802.1x,
* Experience in Nexus(Virtual Port Channel, VDC, Fabric path)
* Experience in Routing Protocols ( EIGRP, OSPF, BGP)
* Experience in Checkpoint Firewalls, F5 Load balancer and Security Infrastructure Management.
* Experience in HSRP, VRRP, GLBP, GRE, IPSEC VPN, NAT, LDP, MPLS, VRF,L2VPN, L3VPN, DMVPN,
* Experience in Wireless Networking, VOIP Technology,
* Experience in Network Design Tool (Microsoft Visio)
* Experience in Network Management and Monitoring Tools( Spectrum, Solar winds)
* Experience in Ticketing Tool (CA Service Desk Manager, Service Now )

**training and courses attended**

PMP, CISSP, CCNP, SDWAN (Viptela)

**key skills**

* A highly developed level of customer service, complaint and escalation handling.
* Excellent interpersonal and communication skills.
* Good problem-solving and analytical skills.
* Detail oriented and diligent, Decision making, Vendor Management.
* Management and leadership skills, Conflict Management.

**work experience**

**1, Lead Consultant - ITC Infotech India Limited (Aug 2020 - Present)**

**Client: Braas Monier Building Group**

* Managing all BMI Locations Network infrastructure Remotely.
* Managing Network switches (Catalyst, Nexus),Wan Routers, Wireless Access Points , Controllers and Firewalls( Cisco ASA 5510,5516 , Checkpoint, Sophos, Palo Alto) , Zscaler Proxy,Monitoring the WAN links.
* Managing DMVPN and VOIP Infrastructure.
* Incident Management- Troubleshooting P1 and P2 Network issues and leading a Team.
* Change Management , Problem management, Demand management.

**2, Project Manager - Bahwan CyberTek (Dec 2018 to Jan 2020)**

**Client - JPMorgan Chase & Co. Project - GTI (Sustained Engineering)**

* Part of Virtual Migration Team, working with different Line of Business to get the technical, business requirement and plan for network migration.
* Replicating the existing F5 load balancer (LTM, GTM) and checkpoint firewall configuration to the new setup.
* Troubleshooting F5 Load balancer and checkpoint firewall issues

**3, Senior Technology Specialist-Infosys Ltd, (June 2008 – Jan 2018)**

**Project - Computers and Communications Division**

As a senior person and POC for all network related activities, responsibilities includes,

* Responsible for maintain the maximum up time of DC infrastructure which comprised of LAN and WAN
* Based on Customer requirement, design the network architecture and implement the setup.
* Preparing High Level, low level Network Diagrams for Clients Using Microsoft Visio.
* Redesign the infrastructure for optimization and availability.
* Creating RFI, RFP, RCA documents for clients.
* Installation and Configuration of Cisco Switches (2950, 2960, 3570, 3850, 3650, 4509 and 6509, 6513) Nexus (5k, 7k, 9k) Cisco Routers and Access Points
* Hardening the Cisco network devices according to the corporate standard guidelines. Drafting Monthly/Weekly Reports of Network Uptime and Link Utilizations.
* Installation and upgrade of Checkpoint firewalls.(R60, R65, R70, R75.40, R77.20, R77.30, R80.10)
* Configuring IPSEC site to site tunnel and troubleshooting.
* Responsible for maintaining WAN links and providing L3 support , Troubleshooting routing and switching issues & providing maximum uptime to the customer.
* Preparing Project documentation and supporting Information Security Audits.
* Responsible for ensuring Maximum uptime for network devices and meeting stringent SLA timelines.
* Handling Team and Customer relations based on effective communication, technical efficiency and problem-solving skills.
* Co-ordinate with vendors for Timely Maintenance and Hardware support..

**Project -Level 3 Communications Ltd ( IP Routing Technician)**

* As a part of L2 support team, executing Routing Changes in the Service provider network based on customer requirement via Change Management Process.
* Troubleshooting routing issues.(EIGRP, OSPF, BGP, PPP, T1 & E1 Circuits)

**4, Network Consulting Engineer- CeeJay Computers ( Oct 2005 – June 2008)**

* Based on customer requirement, design the network architecture and implement the solution.
* Worked as presales consultant for Networking products.
* Creating an architecture diagram, preparing BOM, procuring network components.

**education qualification**

B.E from Anna University -Tamil Nadu with 67 %

Tamil Nadu Board of Higher Secondary Education with 75.25 %

Tamil Nadu Board of Secondary Education with 85.2%

**CERTIFICATIONS**

ITIL V3 FOUNDATION

**personal details**

|  |  |
| --- | --- |
| Full Name | Arockia Jecintha |
| Gender & Status | Female, Single |
| Nationality | Indian |
| PAN | ALCPA9802B |
| Passport No. | Z3948457 |