

GHAUSIA AFZAL

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Objective:-To succeed in an environment of growth and excellence and earn a job which provides me job satisfaction and self-development and help me achieve personal as well as organizational goals.

Technical Skills:

- Networking: Network fundamentals
- Ticketing Tool : ServiceNow, Equinix Support
- System Network principal: protocol suites OSI TCP/IP
- Configuration Devices: Routers , Core Switches , Access Switch, Access Point, Load Balancer, Aruba
 - Tool: Putty, Cisco packet Tracer, Solarwind ,Servicenow ,Venafi,DNAC,Clearpass,APIC Controller
 - Troubleshooting: Physical & L1, L2, L3
- Troubleshooting
 - Stacking of Switch: 9200,9300, 9500,2960
 - GENERAL: LAN configuration ,Routing,
- switching, L2 VLANs, L3 VLANs , vlan migration
- Handle user incident and service fault
- Creating records in both **Ultra DNS** and Infobox

Trained Courses

- Cisco Certified Network Associate (CCNA)
- Project Management Foundations, Initiation, and Planning

Work Experience: (3 years 6 months)

HCL TECHNOLOGIES LTD. – Noida (18Jan'21 – 01Dec23)

- Network GET (TP) (Jan'21 – Mar22)

- Process and Report Management
- L1 troubleshooting (P3,P4) Handling
- Incident and Change Management
- Representative at Change Advisory Board

-Network Analyst (Mar'22 – 1Dec,23)

- L2 Troubleshooting
- Escalations and P2-P1 Ticket Handling
- Problem Ticket (RCA Analysis)
- Handling user incident
- Switches Configuration – 9500, 9300, 9200,2960, etc.
- Wireless (Access Point) Configuration
- Printer, Server, CCTV, Migration
- Network Testing

Accenture – GURUGRAM (8DEC,23 - PRESENT)

INFRA ARCHITECTURE (8DEC,23-PRESENT)

- F5 Changes
- Devices upgrade (router , switched LB)
- L2/L3 Troubleshooting

- Creating records in both Ultra DNS and Infobox
- **Other Technical Skills**-MS Excel, MS Word, MS Visio, O365, Sharepoint, ServiceNow, Solarwind, RCA preparation and delivery within TAT , Handling the service fault, Dynatrace ,Aruba Controller, Activate, Clearpass, APIC controller , Ultra DNS

Academic Qualification

Bachelor of Information Technology

SRMSCET Bareilly

- Being scholarship hold for consecutive 3 years
- Holding head girl during collage days

Higher Secondary School , Senior Secondary School

- CBSE BOARD Kendriya Vidyalaya AIR FORCE STATION ARJANGARH
- Scored 78.65 % in class XII and 90 % in class X