

# RESUME

**PREMKUMAR J**

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## PROFESSIONAL SUMMARY

Detail-oriented and proactive Network Operations Center (NOC) Engineer with experience monitoring large-scale network infrastructure across multiple sites. Expertise in network troubleshooting, configuration, and optimization. Skilled in using industry-standard monitoring tools (NNMI, NMS, PRTG), and proficient in configuring switches, routers, and implementing security protocols. Looking for an opportunity to contribute my technical skills and grow in a dynamic IT environment.

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## PROFESSIONAL EXPERIENCE

### *NOC Engineer*

**Elintsys Technologies India Pvt. Ltd. (Client: Renault Nissan Automotive India Pvt. Ltd.)**

*July 2023 – Present*

- Provided network engineering and operational support for remote and onsite LAN/WAN networks.
- Monitored 200+ network Nodes and ISP provided circuits and worked with providers to resolve service interruptions, ensuring minimal impact on day-to-day operations.
- Utilized monitoring tools like NNMI and PRTG to detect and resolve potential issues proactively.
- Liaised with ISP support to resolve service outages and ensure that connectivity issues were addressed within agreed timelines.
- Engaged with customers to resolve connectivity issues, escalating when necessary.
- Supported network troubleshooting, including diagnosing connectivity issues, router/switch malfunctions, and network disruptions.
- Monitored data center infrastructure (power, cooling, network, servers) to proactively identify and resolve any potential issues.
- Coordinated with cross-functional teams (networking, storage, security) to maintain seamless integration across data center operations.
- Collaborated with other teams and vendors to support new network installation and provide cross-functional solutions.
- Provided first level support for configuring network (Cisco- 9300,2960,3560&4500 catalyst switches) and wireless network devices.
- Implemented VLANs to segment traffic and improve network performance, ensuring security between different departments.
- Conducted routine system checks to ensure power, cooling, and network systems were operating within specifications.
- Managed network incidents, created tickets, and followed through with resolution within defined SLA times.
- Assisted with basic network troubleshooting, including ping tests, checking routing tables, and system logs.
- Coordinated with other IT teams to address complex issues and improve overall system efficiency.
- Preparing daily records and documentation of network configuration, changes, and issues for reference and auditing purpose.
- Provided hands-on support to the IT department in ensuring proper network configuration, software patching, and security updates.

## **Enterprise Support Engineer**

**Quipserve Pvt Ltd (Client : Netcom Africa)**

*January 2023 – June 2023*

- Intern from (2nd January 2023 - 14th May 2023) & Enterprise Support Engineer from (15th May - 30th June).
- Troubleshooting & Support Engineer with experience in liaising with corporate clients and providing L1 & L2 support.
- Collaborated with internal teams to deliver effective solutions for enterprise customers.
- Monitored and troubleshooted Layer 2 and Layer 3 protocols in NOC environment.
- Assisted in network restoration and provided comprehensive ITES services.
- Worked closely with ISP technical support teams to escalate and resolve complex connectivity issues, ensuring business continuity for remote offices.
- Managed Sophos firewall including user management and security configurations.
- Handled bandwidth shaping and performed analysis on packet loss, latency and RSL.
- Proactively monitored incidents and ensured smooth network operations

## **Apprentice Trainee**

**PHA India Private Limited**

*November 2019 – November 2020*

- Conducted in-process inspections using tools such as calipers and micrometers to verify product quality and adherence to tolerances.
- Performed root cause analysis for production defects, collaborating with the press shop team to identify corrective actions and prevent recurrence.
- Lead failure mode and effects analysis (FMEA) sessions to proactively identify potential risks in the stamping process and recommend improvements.
- Collaborated with production teams to develop effective Poka-Yoke (mistake-proofing) systems, reducing scrap and improving product quality.
- Worked with cross-functional teams to optimize the use of stamping machines, ensuring equipment was running at optimal speeds with minimal downtime.

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## **EDUCATION**

- **B.E Mechanical Engineering – 7.62 GPA**  
SKR Engineering College, 2019
- **Higher Secondary School (12th) – 87 %**  
Jaya Matriculation Higher Secondary School, 2015
- **Secondary School (10th) – 84 %**  
Jaya Matriculation Higher Secondary School, 2013

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## **TECHNICAL SKILLS**

- **Network Monitoring Tools:** NNMI & PRTG
- **Network Protocols:** TCP / IP, DNS, DHCP, HTTP, SMTP, SNMP, FTP, VPN
- **Hardware & Equipment:** Routers, Switches, Firewalls
- **Troubleshooting & Diagnostics:** Ping, Traceroute, Telnet, SNMP
- **Incident Management & Documentation:** ITIL ,Service Now ,Manage Engine
- **Routing & Switching:** BGP, OSPF, VLAN, MPLS, EIGRP

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## **LANGUAGES KNOWN**

- Tamil , English & Telugu

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## **DECLARATION**

I hereby declare that the above information is true to the best of my knowledge.

Place: [Your location]

Date: [Date]

Yours sincerely

**(PREMKUMAR J)**