**MANU GOPALAN NAIR**

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------------------------------------------------------------------------------------------------- **PROFESSIONAL SUMMARY**

Over 11 years of progressive experience in Networking & knowledge in designing, implementation, administration and support. In-depth knowledge of deploying IP protocols and troubleshooting. Experience in managing Cloud infrastructure, Legacy routing & switching, Firewall & Loadbalancer. Well versed with network security device & concepts of Linux OS.

**TECHNICAL SUMMARY**

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| **Layer 3 Technologies** | Protocols - BGP, OSPF, NAT, VPN based on IP Sec, ACL, Route-policy, |
| **Layer 2 Technologies** | VLAN, STP, RSTP, MSTP, Ether channel, HSRP, VRRP, VPC, VDC Stacking, Port Mirroring, Dot1Q Tunnelling, Q in Q, |
| **Firewalls** | Cisco Firepower, FortiGate, ASA, DMZ, ACL, IPSec VPN, |
| **Routers** | Cisco: (ASR-9010, 9006, 1001, 1002, iOS-1900, 1800, 2800)  Huawei: (NE-40, NE-40-x8)  Mikrotik: (1036, 1009, 1100). |
| **L3 Switches** | Huawei: (6720-54C, 6720-30C, 6720-26Q),  Juniper: (EX-4600),  Ciena: (5160, 3110, 5142), |
| **L2 Switches** | Cisco: Nexus 9k & 5K, ME – SF300, SG300,4500 series, 3750, 3850  Edge Core: (ECS 4120, 2110, 2100),  Huawei: (5700, 5701, 6810, 5850). |
| **Loadbalancer** | BIGIP-F5, LTM |
| **Operating System** | Linux- CentOS, RHEL-7, Windows 7/10 |
| **Cloud** | Azure, AWS, IaaS |

**CERTIFICATIONS:**

* Microsoft Azure Fundamentals (AZ-900)-Certification ID: 991017532
* Microsoft Azure Administrator (AZ-104)- Certification ID: 991017532
* ITILv4 Foundation: Certificate Number: GR671212396MN

**KEY SKILLS:**

* In depth Networking & Network security knowledge
* Experience in cloud infrastructure management
* Excellent presentation and communication skills
* Exceptional analytical abilities
* Adaptive to changing environment.

**EMPLOYMENT CHRONICLE**

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| **CAREER PATH** | **DURATION** |
| Consultant, Capgemini Ltd., Mumbai | June’20 till date |
| **Senior Administrator**, Wipro technologies, Mumbai | Feb’19 – June’20 |
| **Network Engineer**, Microscan Infocommtech Pvt. Ltd, Mumbai | Sept’15–Feb’19 |
| **Network Support Engineer**, Orient Technologies Pvt. Ltd, Mumbai | Jan’14 – Sept’15 |

**WORK SUMMARY:**

1. **Consultant at Capgemini Pvt. Ltd.**

* Working as Cloud network operational Engineer for Azure and AWS Cloud Networking.
* Troubleshooting on Site-to-Site IPSEC tunnel between Azure, AWS cloud to Capgemini network.
* Configuring and troubleshooting Express route connectivity with Hub and spoke topology.
* Configuring Network Security Groups (NSGs) / security Groups (SG), Azure / AWS Firewalls to control inbound and outbound access to network interfaces (NICs), VMs and subnets.
* Experience with troubleshooting and resolving issues and providing proactive customer engagement via various communications ways.
* Experience with troubleshooting customer complex issues and tuning for performance and availability.
* Experienced and skilled in solving performance issues like packet drops, slowness, and latency by taking packet capture using nping, Wireshark tool.
* Designed User Defined Routes with custom route tables for specific cases to force tunnelling to the Internet via on-premises network and control use of virtual appliances in the customer's Azure environment.
* Also support on multiple features like Azure /AWS Load Balancers, Azure Traffic Manager, Azure front door, NSG, Route table.
* Administration & Maintenance of LAN and WAN
* Installation and configuration knowledge of Cisco Switches, Routers, firewalls, F5 Load balancers
* Coordinating with Vendor for Existing & New Implementation
* Maintaining access policy for clients on firewall, creating VPN tunnels for Site to Site VPN and troubleshoot VPN
* related issues
* Managing Daily network operations which involves VPN access, customer network access, performance issues. Also handling escalations during daily operations.
* Handle Service Restoration, Service Request and change requests
* Commissioning and de-commissioning of Network components
* Follow Change Control submission and approval processes
* Plan, schedule and implement network device software/hardware upgrades and migrations in a timely manner and during times that will have the minimum impact on the users
* High degree of analytical ability and creativity in resolving Network problems.
* Root cause analysis of critical incidents.
* Knowledge transfer sessions within team to improve their technical capabilities.
* Guidance to the junior team members within team in case of critical issues.
* Handover of the daily tasks and activities within team during shift rotations.
* Automated backup schedule to backup configuration of network devices.
* Effective communication to business end users during planned and unplanned activities
* Manage network & security of client hosted in Capgemini Datacenters in North America region (Dallas and Manassas).
* Ensure applications hosted in the datacentre are accessible as per client’s request, which includes configuring firewall to meet the requirement.
* Maintain application security by off-loading SSL onto the F5 load balancers
* Create secure connection for external clients to access application hosted in DC using IPSEC Tunnel terminating on firewall
* Maintenance of network devices in core, distribution and access layer and also perform upgradation of the devices.
* Updating and maintaining network inventory on a regular basis.
* Monitoring and Raising the Incidents/Change request and taking approval from Capgemini network architecture by providing the script before any planned activity (Implementation).

1. **Senior Administrator at Wipro Technologies Pvt. Ltd (Feb’19 – June’20)**
2. **Client: Henkel Adhesives Technologies India Pvt. Ltd.**

* To maintain companies entire network operations.
* Planned and deployed SDWAN devices, replacing existing routers to direct traffic intelligently thereby improving user experience.
* Manage LAN, wired and wireless network and troubleshoot any issues related to same.
* Manage and change policy in firewall to allow and disallow applications and maintain company standards for website accessibility.
* Prepare and maintain documents, SOP, asset, inventory, diagrams etc. and present to client whenever requested.
* Maintain inventory and asset list using portals like SCT, Aruba Airwaves, SevOne, ServiceNow.

1. **Client: Vodafone-Idea Cellular ltd.**

* Handle Ideal Cellular’ s entire ISP network, its functioning, maintenance and deployment.
* Make configurational changes to meet customer’s requirement.
* Handle escalations by L1 regarding Enterprise & retail customers issue and to provide resolution within SLA.
* Check and implement basic policies in Allot to meet government and companies’ policies regarding access of sites.
* Manage traffic flow and make configurational changes as and when required to ensure smooth network without congestion.
* Active participation in hardware expansion of device to expand the network to meet bandwidth requirement.

1. **Network Engineer at Microscan Computers Pvt. Ltd. (Sept ‘15 – Feb’19): -**

* Planning and on time delivery of various services to the customer as per customer requirement.
* Creating and managing policies on checkpoint.
* Manage large MPLS-TP enabled network consisting of multiple vendor devices deployed in complex topologies
* Manage traffic flow, distribution & policy implementation for internet bandwidth for broadband, LCO & bulk bandwidth customers
* Address queries and issues of ILL and NLD P2P customer and maintain the SLA by solving the same under the standard ETR.
* Installation and Configuration of Multivendor Switches, Router (Huawei, Cisco, Juniper).
* Configuring Mikrotik routers and design suggestion for LCO’s LAN network.
* Addressing queries of corporate clients concerning bandwidth, connectivity and working out solutions for any specific requirement or issues.

1. **Sr. Network Support Engineer at Orient Technologies:**
2. **Client: Tikona Digital Networks.)**

* Remote Monitoring of Network & Client End Connectivity via various NMS Tools such as Flex master, Zone director, Telnet, etc.
* Detect Network and connectivity issues affecting end users with help of complex diagnostics backend over country’s largest outdoor Wi - Fi Network.
* Monitor Network utilization corresponding to locations with high rate of complaints and share data with NNOC team for network up gradation/ Augmentation
* Planning RF network optimization activity at necessary locations post survey to improve network performance thereby improving end user experience.
* Redressal of customer grievances (pertaining to technical issues) highlighted by DOT (Department of Telecommunication) and MED (Management Escalations Desk).
* Analyse/identify common issues at layer 1 leading to escalations and report higher management (Periodic or on-demand basis) on same thereby contributing to process evolution.

**ACADEMIA**

* North Maharashtra University, - B.E (E & TC)- Year- 2012

**PERSONAL DETAILS:**

Full Name : Mr. Manu Gopalan Nair.

Date of Birth : 18thNov 1990

Nationality : Indian.

Languages known : English, Hindi, Marathi & Malayalam.