

PAVAN KUMAR PAGIDIMARRI

Available immediately | United Kingdom (Willing to relocate)

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Motivated and detail-oriented **Junior Network Engineer** at United Online Pvt Ltd, Hyderabad, India, with hands-on experience in network protocol management, configuration, fault resolution, and technical documentation. Holds a **Master's degree in Advanced Computer Networks** from Sheffield Hallam University, UK. Proven ability to work in dynamic IT environments with a strong commitment to learning and continuous improvement. Currently studying for **CCNA** certification while exploring **Microsoft Azure** cloud technologies. Driven by perseverance, adaptability, and a strong passion for achieving excellence in network and cloud infrastructure.

PROFESSIONAL SUMMARY

- Proven expertise in routing & switching protocols (OSPF, EIGRP, BGP), **VLANs**, **DHCP** and **firewall** configuration using **Cisco** devices, combined with hands-on **IT support experience**, utilizing **ServiceNow** for **incident management** while adhering to the **ITIL** framework.
- Ensured timely resolution of **incidents** and service requests within defined Service Level Agreements (**SLAs**), maintaining consistent network performance and customer satisfaction.
- Strong academic background with a Master's in Advanced Computer Networks from Sheffield Hallam University, UK, backed by hands-on experience with LAN/WAN technologies and network troubleshooting.
- Skilled in configuring and managing Layer 2 and Layer 3 network devices, with solid knowledge of the **OSI** and **TCP/IP models**, **spanning-tree protocols (STP)**, **NAT**, **HSRP**, and **EtherChannel** technologies.
- Demonstrated ability to deliver reliable **network support** and **maintenance**, handling **escalations**, break/fix issues, and documenting solutions to ensure minimal disruption and optimal service.
- Highly organized, attention to detail, and proactive with excellent communication skills, currently pursuing CCNA certification and exploring **Microsoft Azure cloud** technologies to expand **cloud networking** capabilities along with **on-premise**.
- Experience in simulation tools such as Cisco Packet Tracer for lab environments and network testing scenarios, ensuring practical exposure to enterprise-grade technologies.

CERTIFICATIONS

- Certification in CCNA Routing and Switching: Introduction to Networks.
- Certification in CCNA Routing and Switching: Routing and Switching Essentials
- Cisco certified network associate certification (CCNA 200-301) (In Progress)

EMPLOYMENT HISTORY

Amazon

FC Associate (October 2023 – Till Date)

Skills: communication, workload management, teamwork and quality assurance.

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Junior Network Engineer (Sep 2021 – Sep 2023)

- Configured, monitored, and maintained enterprise network infrastructure including VLANs, inter-VLAN routing, DHCP, and static/dynamic routing protocols such as OSPF and EIGRP.
- Troubleshoot Layer 1-3 issues across LAN/WAN environments, ensuring high availability

and minimal downtime for business-critical services.

- Performed firewall rule management and NAT configuration using Cisco ASA, supporting secure access between internal and external networks.
- Documented network configurations, change requests, and incident resolutions using ITSM tools like ServiceNow, following ITIL practices.
- Collaborated with cross-functional teams during infrastructure upgrades and network migrations, ensuring seamless implementation with minimal user disruption.
- Exhibiting excellent communication skills, both verbal and written, to effectively address customer concerns and ensure satisfaction through exceptional service delivery.
- Administer user accounts and permissions in Office 365, ensuring smooth operation of email, file sharing, and collaboration tools for clients.

United Online Pvt Ltd

Intern (June 2021 – Sep 2021)

- Underwent training and gained hands-on exposure to first-line IT support, including incident logging, basic troubleshooting, and escalation procedures, ensuring timely resolution and adherence to SLAs.
- Supported network operations through effective handling of incidents, proactive problem analysis, and assisting in implementing change requests to enhance network stability and performance.
- Provided technical support to end users by resolving hardware, software, and network-related issues, ensuring minimal disruption to business operations and maintaining a high level of customer satisfaction.

SKILLS AND CORE COMPETENCIES

- **Networking Expertise:** Strong foundation in Routing and Switching concepts with hands-on experience in configuring and troubleshooting Layer 1, 2 & 3 protocols including RIP v2, EIGRP, OSPF, BGP, NAT, HSRP, and MPLS.
- **LAN/WAN Technologies:** Proficient in VLAN, VTP, Inter-VLAN Routing, EtherChannel, Port-bundling, and Spanning Tree Protocols (STP), including security features such as BPDU Guard, Root Guard, and Loop Guard.
- **Network Services & Security:** Skilled in configuring and troubleshooting DHCP, DNS, VPNs, and firewalls (FortiFire), with experience managing VPNs via FortiManager and administering Cisco routers and switches.
- **Tools & Platforms:** Practical knowledge of ServiceNow, EVE-NG, Cisco Packet Tracer, and collaboration tools like Webex; familiar with Windows, Linux, VMware, and Microsoft Office Suite.
- **Professional Methodologies:** Well-versed in ITSM processes, Agile practices, and the ITIL framework with proven attention to detail, multitasking abilities, and experience in network support environments.

EDUCATIONAL QUALIFICATIONS

- **Master of Science in Advanced Computer Networks.**
Sheffield Hallam University, UK – (September 2021- September 2023)
- **Bachelors of technology in Electronics and Communication Engineering.**
Nalla Malla Reddy Engineering College, India – (Aug 2016 – Dec 2020).