

DIVYA PAKA

NETWORK ADMINISTRATOR, Hyderabad • +91-9100198032 • pakadivya3@gmail.com
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PROFILE

Network Administrator with 3.5 years of hands-on experience in managing, configuring, and troubleshooting enterprise network systems. Skilled in ensuring high availability, security, and performance of IT infrastructure with expertise across routing, switching, wireless, and monitoring tools. CCNA certified, with proven ability to deliver reliable solutions, support business operations, and adapt quickly to evolving technologies. A collaborative team player with strong problem-solving skills and a focus on maintaining seamless and secure network operations.

WORK EXPERIENCE

Jr. Network Administrator, Bell Integration

Oct 2024 - Mar 2025

- Monitored enterprise network services to ensure optimal uptime and performance.
- Implemented scalable network designs in collaboration with engineering teams.
- Executed proactive maintenance tasks, including log clearance and configuration updates.
- Coordinated hardware-level interventions, such as switch replacements, with on-site teams.
- Participated in live environment upgrades and technology integrations.
- Documented all network changes and troubleshooting procedures for compliance.

Network Engineer, Tata Consultancy Services (Payroll O2F)

Sep 2023 - Jul 2024

- Managed a suite of Cisco routers, Aruba access points, Nexus switches, and firewalls to optimize performance and analyze security logs.
- Deployed and sustained network infrastructure within Microsoft data centers and the Government Wide Area Network (GWAN).
- Executed code upgrades on network devices to improve functionality, and ensure compliance with security standards.
- Leveraged Ansible Playbooks and Autonet Portal for the automation of network-related tasks, achieving a significant reduction in manual processes.
- Collaborated effectively with cross-functional teams.
- Identified and immediately resolved issues with network devices.
- Monitored network capacity and performance to diagnose and resolve complex network problems.

Technical Support Engineer, Excel Media Pvt Ltd

Aug 2021 - Aug 2023

- Monitored network performance using Nagios and PRTG, ensuring uninterrupted operations. Identified and resolved faults proactively to minimize downtime.
- Served as an escalation point for challenging technical inquiries, demonstrating expertise in product knowledge and problem-solving abilities.
- Provided remote assistance to clients, ensuring timely resolution of software and hardware concerns.
- Managed multiple concurrent support cases with precision and focus, resulting in a high rate of case closure within target timelines.
- Responded to customer inquiries and provided technical assistance over the phone.
- Tailored support solutions to diverse client environments, ensuring compatibility and minimal disruption to business operations.
- Mentored junior members of the team on best practices in issue resolution techniques.
- Streamlined issue resolution by empowering branch offices to handle local concerns independently, cutting escalation emails to HQ, and reducing workload by 80%.

EDUCATION

Sridevi Women's Engineering College - JNTU

Feb 2023

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- **Technical Skills:** Router & switch configuration, LAN & WAN management, Network troubleshooting, Network performance monitoring, Backup & Disaster Recovery Solutions.
 - **Certifications:** Cisco Certified Network Associate (CCNA) | Issued: SEP-2025 | Certificate ID: CSC014994888