Shilpi Kumari

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Professional Summary

Network Engineer with 8+ years of experience in LAN/WAN administration, fault isolation, and enterprise network design. Demonstrated expertise in deploying and maintaining Cisco routers, switches, and other critical network hardware. Proven track record in troubleshooting complex network issues and optimizing infrastructure for improved reliability and efficiency.

Skills

- **Technical Skills:** Cisco Routers, Switches, Firewalls & Nexus, Cisco Meraki & Wireless LAN Controllers (WLC), Juniper SRX Switches & Firewalls, Network Protocols: STP, VTP, BGP, OSPF, AWS: EC2, Lambda, DynamoDB, API Gateway, VPC, S3, Operating Systems: MAC, Windows, Linux, LAN: Ethernet, Subnetting, ADSL, ISDN
- **Soft & Analytical Skills:** Project Management, Leadership & Problem Solving, Interpersonal Communication, Multitasking & Time Management, Data Analysis: SQL, Tableau, Python, ML

Work Experience

ATOS | *Associate Consultant* **May 2021 - Aug 2023**

- Analyzed multi-vendor network environments including Cisco, Juniper, FortiGate, and F5 devices to identify workflow, communication, and resource utilization challenges while contributing to network reliability improvements.
- Coordinated onboarding and managed new client accounts to ensure network support aligned with evolving client infrastructure needs.
- Implemented firewall policies and conducted vulnerability research to patch devices and secure network traffic against external threats, integrating industry best practices.
- Facilitated technical knowledge transfer sessions with new trainees, enhancing team proficiency in network operations and security protocols.

Infosys | *Process Specialist* **Jun 2019 - May 2021**

- Collaborated with cross-functional teams to execute comprehensive discovery and deployment of fibre networks, enhancing LAN/WAN efficiency.
- Diagnosed and resolved process issues impacting network installation projects, ensuring optimal workflow and business growth.
- Authored standard operating procedures and documented workflows to support future network infrastructure implementations.

Wipro Technologies | *Administrator* **Jul 2015 - Jun 2019**

- Administered day-to-day LAN and WAN operations, performing maintenance and support to optimize network performance and reliability.
- Maintained and monitored network hardware and software, ensuring secure and efficient network availability for end users.
- Planned and executed IT network changes that aligned with operational standards and enterprise-level network design requirements.
- Installed, configured, and supported LAN, WAN, and Internet systems, contributing to the overall stability of network infrastructure.
- Provided on-call support for network engineering duties, facilitating rapid fault isolation and resolution.
- Conducted planned maintenance and applied security patches to sustain secure networking environments in line with industry best practices.
- Monitored system performance through proactive alert responses to minimize network downtime.

Education

University of Canada West | *Master of Business Administration (MBA), Information Technology* **Jun 2025**

Patna University, Patna | *Bachelor of Computer Application (BCA), Computer Honors* **May 2015**

Infant Jesus School, Patna | *Higher Secondary Certificate (H.S.C), Science* **Mar 2012**

Certifications

Languages

- Hindi (), English ()

Extracurricular Activities

2014

- Fundraising event organizer for girls' education (College, 2014)

- Volunteer for tree-planting drive on Environment Day

Accomplishments