HARSHITH KUMAR PAPPULA
NETWORK ENGINEER
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PROFESSIONAL SUMMARY

- Over 6 years of hands-on experience as a **Network Engineer** in enterprise and call center environments.
- Proficient in managing **Windows Server 2019**, including **Active Directory**, **DNS**, **DHCP**, and **IIS**.
- Skilled in configuring and maintaining **Cisco Catalyst switches** (2960, 3750, 3850), VLANs, and trunking.
- Experienced with **Palo Alto firewalls**, configuring **NAT**, **ACLs**, **IPSec/SSL VPNs**, and deep packet inspection.
- Specialized in **VoIP systems**, including **SIP trunking**, **TATA Smart Flow dialer**, and call center infrastructure support.
- Maintains and troubleshoots voice systems: **softphones**, **headsets**, **voice gateways**, and **QoS policies**.
- Proficient in **PowerShell scripting** for Active Directory automation, group policy enforcement, and log management.
- Administers **FTP/SFTP servers**, automated backup systems, and ensures regulatory compliance.
- Uses **Wireshark** and other tools for proactive network monitoring and performance optimization.
- Provides L2/L3 technical support and collaborates with vendors to meet SLA and uptime requirements.
- **Strong knowledge of LAN/WAN architectures**, VLANs for efficient network design and operation.
- Strong communicator and problem solver with a focus on secure, scalable, and high-performance network operations.
- **Excellent problem-solving and communication skills**, with a proven ability to manage IT assets, resolve tickets, and collaborate with vendors to maintain SLA compliance.

TECHNICAL SKILLS

Programming Languages	Python, SQL, HTML, CSS, JavaScript
Networking & Security	Cisco routers, switches(catalyst series), firewall, VPN, VLANs, Wireshark
Server & system admin	Server 2019(Active directory, DNS, DHCP), exchange server, FTP servers
Scripting & Automation	PowerShell (Active Directory Automation, Group Policy Management), Bash Scripting
Network Monitoring	Wireshark
Wireless Networking	WLAN
VOIP and call centre tech	TATA Smart Flow, SIP Trunking, Softphones, VoIP Management, Call Routing
Cloud & Virtualization	VMware, Cloud Networking
Operating systems	Windows, Mac OS and Linux
Cabling & Infrastructure	LAN/WAN Setup, Structured Cabling, RJ45/RJ11 Crimping, Fiber Optics
Other Tools	MS Office suite, Google Sheets, Microsoft PowerPoint, Apache Spark (basic)

PROFESSIONAL EXPERIENCE

Client: University of North Texas
Role: Student Assistant   **July 2023 - Nov 2024**
Responsibilities:

- Provided technical support for Auxiliary Services under the supervision of the AITS Cross-Functional IT Support Supervisor.
- Conducted basic troubleshooting for point-of-sale (POS) systems, identifying and resolving hardware and software issues to ensure minimal downtime and seamless operations.
- Actively monitored the IT environment to identify potential issues, entering and tracking incidents in ServiceNow for effective incident management and resolution.
- Maintained an up-to-date inventory of tagged IT assets, ensuring accuracy and compliance with asset management protocols.
- Performed hardware and software troubleshooting for Mac and PC systems, printers, and phones, including installation, updates, and configuration of software applications.

- Provided excellent customer support, communicating professionally with users over phone, email, and in-person interactions to resolve IT-related inquiries.
- Supported management with additional responsibilities as assigned, demonstrating a self-motivated and hard-working approach to meeting organizational objectives.

Client: AmbiPalm Health Pvt Ltd, India   **Oct 2021 – Nov 2022**
Role: Network Engineer
Responsibilities:
- Configured and maintained **Windows Server 2019** for **Active Directory**, **DNS**, **DHCP**, and **IIS**, ensuring stable and secure domain services.
- Installed, configured, and managed **Cisco Catalyst switches** (models **2960**, **3750**), **VLANs**, and trunking for optimal internal traffic flow.
- Administered **Palo Alto and CheckPoint firewalls** including configuration of **NAT**, **ACLs**, **IPSec VPNs**, and **deep packet inspection** to maintain enterprise-grade network security.
- Designed and implemented **SIP trunking** solutions for seamless voice communication with external telephony providers.
- Deployed and supported the **TATA Smart Flow dialer**, managing campaign setups, agent extensions, call routing, and real-time performance monitoring.
- Maintained and troubleshooted the **VoIP call center infrastructure**, including **softphones**, **headsets**, **voice gateways**, and **QoS policies** to ensure minimal latency and jitter.
- Implemented and monitored **VPN solutions** (IPSec/SSL/OpenVPN) to support secure remote access for distributed teams.
- Developed **PowerShell scripts** to automate Active Directory user onboarding, password policies, Group Policy enforcement, and log management tasks.
- Handled **FTP server administration**, deployed automated **backup solutions**, and ensured compliance with data protection and disaster recovery protocols.
- Collaborated with vendors for hardware/software procurement and provided Level 2–3 support for escalated IT tickets, ensuring SLA compliance.
- Proactively monitored network traffic using **Wireshark** and other diagnostic tools to resolve performance issues and optimize throughput.

Client: Sugati Tech Solutions, India   **Jan 2018 – Sep 2021**
Role: IT Executive
Responsibilities:
- Maintained and supported IT infrastructure across office and remote environments.
- Configured and managed Windows Server 2019 services including Active Directory, DNS, DHCP, and Group Policies.
- Set up and maintained FTP servers; ensured secure data transfer and routine backups.
- Developed and used PowerShell scripts to automate Active Directory user provisioning, password resets, and system configuration tasks.
- Installed and configured routers, Cisco switches, printers, and Wi-Fi extenders to support business operations.
- Delivered user support for Microsoft Office Suite (2013/2016/2019), resolving hardware/software issues across Windows and Linux environments.
- Monitored system health, performed performance tuning, and maintained system security with updates and patches.

Client: Sugati Tech Solutions, India   **Aug 2017 - Nov 2017**
Role: internship
Contributions:

- Supported on-site projects, including network setup and troubleshooting.
- Assisted in the implementation of HDFC Bank Cisco switch installation across Telangana and Karnataka.
- Assisted in the implementation of Andhra Bank Huawei Switch and Router installation across Telangana and Andhra Pradesh.

EDUCATION

University of North Texas, Texas   **Jan 2023 – Dec 2024**
Master's in computer science

PROJECTS

200-Seater Examination Center Setup
Client: Sez technologies and Solutions

- Led the **end-to-end setup** of a 200-seat examination center, ensuring seamless IT infrastructure deployment.
- Designed and implemented the **network architecture**, including structured cabling, VLAN configurations, SD-WAN deployement and internet redundancy for uninterrupted connectivity.
- Installed and configured **200 desktops, laptops, network printers, and biometric authentication systems** for secure candidate verification.
- Deployed **Windows Server 2019** with **Active Directory, DNS, DHCP, and Group Policies** to manage user authentication and system security.
- Configured **Cisco switches (including Catalyst series) and access points** to ensure a secure and high-performance network.
- Set up **exam software, monitoring tools, and CCTV surveillance** for real-time proctoring and compliance with examination standards.
- Conducted rigorous **testing, troubleshooting, and user training** to ensure a smooth launch and efficient operations.
- Collaborated with vendors, procurement teams, and stakeholders to complete the project **on time and within budget**.