## **Ashutosh Srivastava**

Mobile Number: (+91) – 9986050001 E-mail: ashuapril1@gmail.com

#### **OBJECTIVE**

Seeking a challenging and rewarding opportunity which recognizes my true potential and effectively utilizes / nurtures my analytical and technical skill. I am currently actively looking for opportunity and can join immediately.

### **CERTIFICATION & TRAINING**

- Cisco Certified Network Professional [ In Progress]
- Certified Wireless Network Administrator [CWNA]
- Juniper Networks Certified Internet Associate [JNCIA]
- ITIL Foundation Certification in April 2014.

#### **EDUCATIONAL QUALIFICATION:**

- 10th from Kendriya Vidyalaya Azamgarh (C.B.S.E.) in 2004 with 62%.
- 10+2 from Kendriya Vidyalaya Azamgarh (C.B.S.E.) in2006 with 63%.
- B.Sc. from Bundelkhand University in 2009 with 62%.
- M.Sc. from Meerut University in 2011 with 64%.

## **Networking Skill:**

- Exposure in configuration, troubleshooting, debugging and administering Wireless and wired network devices of different vendor [Cisco, Juniper, ICX & Huawei].
- Good troubleshooting skill on Transport layer protocol suit.
- Good understanding of Routing protocol OSPF, EIGRP, RIP, BGP & MPLS.
- In depth knowledge on L2 technologies like VLAN, Access Trunk Ports, STP, HSRP/VRRP, VTP.
- In depth troubleshooting skill on LAN protocols like DHCP, TCP, HTTP, FTP, DNS, ARP etc.
- Good understating & troubleshooting skill on application level protocol DNS, DHCP, FTP, HTTPS.
- Hands on experience on Microsoft server for configuration DC, AD, DNS, RADIUS, IIS, RRAS.
- Work on multiple monitoring and troubleshooting tool like Wireshark, TCPDUM, SNMP, SYSLOG, PRTG, REST API etc.
- Worked on VMware tool and AWS, basic knowledge on Microsoft Azure platform.

#### PROFESSIONAL EXPERIENCE

## Brillio Technologies from June 2021 to Till now as Technical Specialist

- Working on L2 troubleshooting on LAN/ WAN issue reported by customer.
- Working on project transition and standardization of the current network.
- Audit of current network and planning corrective action as change management process.
- Firmware upgrade for ASA, Meraki [ AP and Switches], Cisco Switches & router.
- Working on complex troubleshooting for Wireless connectivity / slowness.
- Collaboration with different vendor for installation of network devices.
- Working with TAC [Mearki Cisco] for troubleshooting in case of abnormal behavior from device

- Troubleshooting escalated case with ISP for link down, slowness, prefix blocked.
- Perform packet capture for various applications and provide knowledge sessions to team members.

## IKYA Payroll [Huawei Technologies India] from Mar 2020 to Till now as Sr Engineer

- Working as Sr. BO Engineer for MTN SA project managing Core MPLS Network of MTN SA.
- Implementing new services [MPLS L2 VPN, L3 VPN & Core links] in collaboration with customer and TD.
- Handling the L2 incident queue for packet loss, prefix reachability, slowness issues.
- Software upgrade of network nodes [PE and P devices] as per requirement from customer / engineering team.
- Working on updating the Visio, link database, information post change implementation.
- Performing impact assessment for service in case of planned maintenance activity.
- Rerouting the services based on requirement or assessment.
- Decommissioning of link or services as per request from customer.

# Arris [Ruckus Wireless, Bangalore] from Aug 2016 to June 2019 as Sr Technical Support Engineer

- Handling Internal/External Escalation of Team/Customers/Partners/Sales and demonstrated in-depth trouble-shooting skills.
- Working closely with Engineering & Development Team on critical Bug fixing and delivering appropriate solution to the Customers.
- Perform in house replication for technology connectivity issues, wireless hotspot issues, performance issues etc.
- Work on aged, complex cases to drive them to resolution for customers.
- Assisting customer in deploying virtual appliance on VMWare, KVM, Azure, AWS.
- Experience with Indoor and Outdoor WLAN Solutions PtP, Mesh, Controller Architecture; VLAN; BYoD/Hotspot; Packet Capture/Analysis Tools; WLAN Security in the areas of Authentication, Encryption, Radius/AAA, EAP/PSK, LDAP and AD.
- Virtualization knowledge and deployment experience on VMWare.
- Accessing shell mode of devices and perform troubleshooting on CentOS for services and database issue.
- In-depth Wi-Fi and networking skills; 802.11n/ac, IP routing and switching.
- Mentor and train new hires in technical areas of specialty, new features, products, and service offering.

## British Telecom [Gurgaon] from Jan 2015 to July 2016 as Network Analyst.

- Working as network Analyst for providing managed network IT services to PepsiCo International sites around the globe 24\*7.
- Responsible for monitoring networking systems, networking devices, and building custom built tools.
- Responsible for tasks of monitoring network performance by using standard management tools.
- Responsible for handling first level troubleshooting issues, upgrading operating systems, and planning layout for configuration systems.
- Handled responsibilities of monitoring network traffic, installing network equipment, and maintaining data networking systems.
- Assigned the tasks of visiting client site to understand issues and update the same to the senior staff for resolution.

- Perform responsibilities of analyzing network topologies and identifying network performance issues.
- Accountable for managing incidents from discovery through recovery, fix, elimination and customer remediation.
- Manage supplier activities (e.g. really driving/escalating 3rd party agents to dispatch and repair faults to meet our service level agreements).
- KCI (Keeping customer informed) using phone, email & SMS, based upon the ticket priority.
- To keep delivering the service round the clock 24\*7 regardless of the situation to ensure utmost customer service and satisfaction

## Bebo Technologies Pvt Ltd from Oct 12 to Nov 2014 as Desktop & Network Engineer

- Held multifaceted responsibilities like Configuring, Installing and Managing LAN network's switches and administering Performance.
- Creating and managing the vlans on managed switches.
- Fulfilled the administrative responsibilities including the addition and changes to user's desktop, email and Outlook account.
- Installation and configuration of new network devices like switches and routers including I/O points and patch panel, Cabling, Servers 2003 and other client operating system like Windows XP and Windows 7.
- Configured and troubleshoot the DNS or Domain System related issues.
- Activity provided desktop configuration and providing the solution remotely to all over the Indian branches.
- Carried out full installation of router and cabling for routers and switches on new workspaces.
- Leading the team in new tricks and technologies in IT Sessions and team meeting to secure data and make the job accurate and efficient.

#### **Personal Details:**

- Current Address House number 204, BTM 2<sup>nd</sup> Stage, Bangalore.
- Permanent Address 416, Mukeriganj, Azamgarh [276001] [U.P.]
- Date of Birth April 1st, 1989
- Marital status Single
- Father Name Mr. Santosh Kumar Srivastava.
- Languages known English, Hindi
- Skill & Specification Troubleshooting, Quick Learning ability, Positive Attitude, Working in Team, Responsible behavior, Team Leading the Attitude.

#### **Declaration:**

I hereby declare that the above information given by me in this CV is completely true to the best of my knowledge & belief.

Place - Bangalore Ashutosh Srivastava