

Network Operations Engineer
Ajay Sreedhar

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Career Vision

Seeking a responsible and challenging position in a dynamic organization which offers opportunities for personal and professional development and where I can best utilize my knowledge and skills.

Total Experience: 3yrs 1 months

Current Job

Company: CSS Corp
Designation: Engineer
Date: December, 2017 – Present
Months of Experience: 20

Overview:

Working with CSS Corp to support a popular client based in US with branches globally. I am assisting Network Operations Center Team in monitoring and managing the infrastructure by proactive monitoring and handling critical business impacting issues.

Responsibilities:

- Incident Management: Identifying alerts in monitoring tools and raise priority according to escalation matrix. Proactive monitoring and tracking of tickets in RT ticketing tool. Handling partners and vendors and acting as first point of contact for any issues.
- Critical Incident Manager: Handling priority, service impacting P1 and P2 issues. Engage with different technical teams and drive teams to fix the issue within SLA.
- Send notifications to partners and provide regular updates to business.
- Coordinate with different technical teams to restore service as quickly as possible.
- Problem Management: Take ownership after a priority issue is restored, create RCA document, engage with different team and find out root cause for critical issues, assign task and follow up with teams to implement corrective action plan.
- Change Management: Track production changes and its approval, attend CAB meeting and discuss about upcoming production changes and its impact, inform partners and send notifications regarding changes that may see service disruption..
- Understanding client environment and create KB article to improve process and part knowledge to new engineers.
- Take dumps for alert analysis and follow up with team regarding mitigation of repetitive alerts.
- Prepare reports required by client in absence of leads, work on adhoc task assigned by client.
- Finding out bugs in different version of streaming applications (web client, android, iOS platforms).

Previous Job

Company: HCL Technologies, Chennai

Designation: Analyst

Date: June 2016 – October 2017

Months of Experience: 17

Overview:

Worked in HCL for a year in providing remote support for data center and branch sites globally. I was assisting Data center Operations Team in monitoring and managing Servers, Routers, Switches, Wireless LAN controllers and Steelhead appliance Riverbeds. I was part of CIM (Critical Incident Management) Team whose role was to identify priority issues, engage teams and return IT service to normal quickly.

Responsibilities:

- Proactive monitoring and tracking of tickets.
- Global Account Manager - Creation, Modification, Deletion of user accounts, providing Network Share and GMB access.
- Incident Manager - Provided ownership and responsibility for end to end management and technical activities for severity 1 and 2 incidents.
- Generating Reports through Service Dashboard, Ticketing tool etc.
- Identification, follow up and resolution of degradation/Points of failure which may impede Service Quality.
- Primarily deals with users, customers, vendors, engineers and the whole technical team.
- Responsible for informing Management, partners and peers about network performance and service availability for data centre and branch sites.
- Manage the Request/Incident life-cycle, including closure, verification and customer communication.
- Proactively interacting with multiple teams for resolving the customer issues & always ensured that SLA are met and escalations are timely followed and actions are taken.
- Review network requirement and engineering concerns associated with ISP requests such as, equipment configuration and operational impact.
- Acting as a single point of contact for technical assistance and queries from Field Engineers.
- Assist in development of shift team associates and self by providing formal input to regular performance reviews, performing on the job coaching and implementing training & development plans and activities.

Key Skills:

- Supervising Configuration items present at remote locations and creating alerts to the concerned teams in case of any complication.
- Act as a first point of escalation/consultation for the team on all technical, procedural and processes related queries.
- Escalation & Notification to the relevant teams & stakeholders to ensure SLA compliance & minimal impact to end customer.
- Train & absorb the level 1 troubleshooting and other operational tasks from the various technical tracks.

- Creating and updating the run book and other technical and process documents for benefit of the entire team.
- Escalate any inconsistencies in the monitoring environment with respect to the monitoring tool configuration, alert thresholds, alert message enrichment & false alerts.

Hands on Tools:

Monitoring	CA Spectrum, Moogsoft, HP Sim, IP-Soft, Nim-Soft, Zabbix, Greenlight, Limelight Graph monitoring, Kibana,
Network Monitoring	Solar Winds, Whatsup Gold,
Ticketing Tool	SNOW, SIAM, RT
Software Skills	C,C++, Java, HTML,CSS, Javascript
Office Skills	Word, Excel, PowerPoint, Outlook, Gmail and Google Suits

Academic Profile

Education	Specialization	University / Board	Year of Passing	% Marks Scored
B.E	Computer Science and Engineering	Noorul Islam University	2016	80
H.S.S	Computer Science, Maths	CBSE	2012	68

Achievements, Certification & Training

- Completed ITIL v4 Foundation Certification (Certificate Number: GR671005379AS)
- Awarded as “Performer of the month” several times.
- Training on ITIL by HCL Technologies.
- Training on Development of Inter personal Skills by HCL Technologies.
- Training Monitoring Alarms, Events and Managing Tasks (Spectrum, Moogsoft, SIAM) by HCL Technologies.
- Completed Pluralsight training in basic HTML, CSS and Javascript.

Personal Information

- Date of Birth: October 25, 1993.
- Languages Known: English, Hindi, Malayalam, and Tamil.
- Gender & Marital Status: Male/ Single.
- Nationality: Indian
- Hobbies: Reading, Brainstorming, Drawing, Walking.

Declaration:

I hereby assure that the information furnished above is true to the best of my knowledge and belief.

Place: Bengaluru

Yours faithfully,