

***Manjunath V*** 

Cell No. : 9481481225/8867695844

Email : mvmanjunathvenkatesh@gmail.com 

**Career Objective:**

To work in a globally competitive environment on challenging assignments that would help me to explore myself fully and realize my potential that shall yield the twin benefits of the job satisfaction and a steady-paced growth.

**Professional Summary:**

* 4 years of experience in Networking & Telecom Domain.
* Presently working as Network Engineer in Tata Tele Services Ltd (TTSL)
* Previously worked as Network Engineer in Atria Convergence Technologies Pvt.ltd

**Technical Expertise & Key Strengths:**

* Hands on WAN topology, Routing and Switching
* Working on ticket tools and expertise in Incident Management.
* Network management, Configuration ,Trouble shooting, and Technical support.
* Working on routers (Cisco, juniper, Maipu), Switches (Cisco, Juniper, Erricson , 3com), ECI DSLAM and other vendor devices.
* L2 & L3 level of Switching concepts & knowledge.
* Team Player & ability to withstand work pressure in a professional environment.

**Product & Protocol Experience:**

* Monitoring Tools : Ipswich what’s up Gold, MRTG, Telisima NMS,
* IP Networking : LAN, WAN
* Routing Protocols : RIPV1, RIPV2, EIGRP, OSPF ,BGP
* Switching : VLANS, VTP,STP, RSTP, HSRP, VRRP, Ether Channel
* Wan Technology : Leased lines, ISDN ,Frame relay, PPP, ATM
* Infrastructure services : DHCP, DNS, SMTP, FTP, TFTP
* Switches : CISCO Switches - 1900, 2900, 2960, 3750.
* Routers : CISCO Routers - 1700, 1800, 2621, 2821,

Maipu routers

* Platform/OS : Windows 2000/XP/Vista/7, MAC
* Applications : MS-Word, MS-Excel, MS-Power Point

**Professional Employment** : **On Project-Tata Teleservices Limited**

**Designation: Network Engineer Duration: Dec2011 till date**

Tata Teleservices Ltd-SME division providing Internet Services to SME & Corporate segment & Retail Buildings customers through Internet Leased lines, ISDN, PRI, BRI, Integrated Data Centre services, and a host of value added services and Industry specific Solutions.

**Roles & Responsibilities: (Role- NETWORK Engineer-Team Member)**

* To proactively manage and monitor network performance on customers network round the clock (24\*7) to meet customer’s service level expectations.
* Monitor network health through dedicated tools and Identify, evaluate and prioritize customer problems and escalations.
* Handle incident, request tickets on the activity scope and handle Phone calls (incident, escalation, request for information) Redirect tickets when not in scope.
* Escalate tickets to L2 Network Team when required, Handle network administration tasks and route problems to internal 2nd - 3rd level IT support staff and escalate complex problem to appropriate support specialists.

* Provide hardware / software / network problem diagnosis resolution via email/chat/ telephone/web, Monitoring & Management of various IT Infrastructure components for customers’ end users.
* Manage network equipment's configuration (mainly Cisco (switches, routers, ACE), Juniper, Maipu routers and other vendor routers).
* Configuring network switch VLAN configuration, extension and basic network troubleshooting.
* Respond to and diagnose, problems through discussions with users, including problem recognition, logs, research, isolation, resolution, and follow-up steps. Provide level 1 support and perform other activities based adhering on SOPs/work instructions.
* Network by evaluating network performance issues including availability, Utilization, throughput, and latency, planning and executing the selection, installation, configuration, and testing of equipment; defining network policies and procedures.
* Route problems to internal 2nd - 3rd level IT support staff and escalate complex problem to appropriate support specialists.
* Initiates, Coordinate and manage relationships with vendors and support staff that provide hardware / software / network problem resolution.
* Performing problem isolation and resolution, including verifying TATA services, working with ISPs for circuit related issue and carrying out internal & external escalation.

**Professional Certification :**

Cisco Certified Network Associate (CCNA ID - **CSCO12043698**)

Cisco (Routing and Switching)

Microsoft Certified Professional (MCP) Microsoft Id # 7398994

**Educational Qualifications:**

* Completed B Com from KSOU
* Completed PUC from Karnataka P.U Board
* Completed SSLC from K.S.E.E.B

**Personal Profile Information:**

* Name : Manjunath . V
* Father’s name : Venkatesh K
* Gender : Male
* Languages : English, Hindi, Kannada, Telugu, Tamil , Urdu

**DECLARATION:**

I assure that information furnished above is true and correct to the best of my Knowledge

Place: Bangalore Yours Sincerely,

Date : (Manjunath V)