# ANINDYA SARKAR

Senior Network Operations Engineer | L2/L3
Routing & Switching | SLA & RCA Owner
Open to all GCC (UAE / KSA / Qatar) |
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## PROFESSIONAL SUMMARY

Senior Network Operations Engineer with 14+ years of experience managing multi-hub GPON and Cisco-based infrastructure supporting 8,500+ active users. Maintained 99.8% uptime, improved SLA compliance to 98%, and reduced MTTR to under 2 hours in 24x7 operational environments. Strong expertise in L2/L3 troubleshooting, VLAN architecture, redundancy design, RCA leadership, and ITIL-aligned service management.

## CORE COMPETENCIES

• L2/L3 Routing & Switching (Cisco)
• VLAN, STP, RSTP, LACP, Port Channels
• OSPF (Hands-on), Static Routing
• GPON / FTTx / OLT–ONU Management
• SLA & MTTR Management
• Incident, Change & Problem Management (ITIL-aligned)
• RCA Preparation & Escalation Handling
• Network Monitoring (PRTG, SNMP, Syslog)
• Multi-Hub ISP Infrastructure Operations
• Team Leadership & Vendor Coordination

## PROFESSIONAL EXPERIENCE

**Wish Net Private Limited – Senior Network Operations Engineer / Service Coordinator (Dec 2022 – Present)**

• Manage 3 distribution hubs supporting 6,000+ users with 99.8% availability
• Improved SLA compliance to 98% and reduced MTTR by ~35%
• Lead L2/L3 troubleshooting across VLAN segmentation, STP topology, and uplink redundancy
• Implement port-channel configurations reducing single-point-of-failure risks
• Own RCA documentation for P1/P2 incidents in SLA-driven environments
• Coordinate vendors and internal teams during high-impact outages

**Wish Net Private Limited – Service In-Charge (Oct 2016 – Nov 2022)**

• Led GPON/FTTx operations for 4,000+ subscribers
• Managed OLT configuration, ONU provisioning, and optical optimization
• Reduced repeat incidents via standardized configuration templates
• Conducted OTDR diagnostics and fiber fault isolation
• Mentored junior engineers and strengthened escalation processes

**Wish Net Private Limited – Technical Support Engineer (Aug 2011 – Sept 2016)**

• Delivered SLA-bound L1/L2 support achieving 85%+ first-call resolution
• Reduced escalations by ~40% via structured troubleshooting workflows
• Supported switch configuration, Wi-Fi deployments, and customer edge troubleshooting

## KEY ACHIEVEMENTS

• Led network restoration during Cyclone Amphan ensuring rapid service recovery
• Contributed to 1,500+ user growth during COVID operational expansion
• Recognized for highest ARPU performance (2023–2024)
• Maintained service continuity during peak demand lockdown periods

## CERTIFICATIONS

• Cisco CCNA (ITN | SRWE | ENSA) - Cisco Networking Academy
• Networking Essentials - Cisco Networking Academy
• Managing Cisco Network Operating Systems (CNIOS) – Cisco U.
• ITIL v4 Foundation (Introductory)
• Fortinet Certified Fundamentals (FCF)
• AWS Cloud Practitioner Essentials
• Cybersecurity Essentials – Cisco Networking Academy

## EDUCATION

Bachelor of Science – University of Calcutta

## LANGUAGES

English | Hindi | Bengali