

ANKIT PATEL

Network Analyst
Cisco Certified Network Associate (CCNA)

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Highly driven Network Analyst with over three years of experience in the field with outstanding performance. Great organizational and technical expertise to analyze, plan, design and execute project successfully while communicating with clients. System and Network troubleshooting skills and excellent interactive skills to support clients with technical issues.

RELATED EXPERINCES

Network Analyst I | Vale Canada, ON | Sep 2021 - Present

- Provided Network Support for over 10,000 network devices by Incident monitoring, troubleshooting, assignment, documenting with resolution
- Provided level 2 and level 3 support to customers and vendors on inbound telephone, email, chat tech support with technical issues.
- Deployed Layer 2 and Layer 3 Network and Security Devices by auditing site location, planning and communicating outage, designing, configuring network devices, adding to monitoring tools and technically documenting procedures
- Experienced in suggesting, planning, configuring, deploying wireless network to provide wireless connectivity to clients
- Analyzed and recommend solutions, upgrades LAN/WAN services to streamline process and improvements as per client's requirements
- Followed all organizational change and deployment procedure in order to fulfill upcoming Work requests
- Experienced in training and mentoring new team members while providing right guidance and procedures
- Submitted and Ordered Network equipment from vendor for various projects and work request to support client requests
- Participated in On-Call rotation to provide 24x7 network support and escalations

Achievement: Deployed over 60 network devices, deployed and migrated over 10 Layer 3 network devices, created over 80 Change Management requests and planned over 40 network outages.

Computer Network Technician | Alberta Computers for Schools, AB | May 2020 – Aug 2021

- Installed, Configured, and tested Network, Router, and switches
- Performed additional installations and upgrade in company network as per company's requirements
- Troubleshooting, Refurbishing and Repairing Computers, Laptops, Servers, Printers, and Monitors
- Used remote access software to perform troubleshooting when needed.
- Walked customers through step-by-step process for troubleshooting hardware issues and network installation.

Achievement: Implemented Windows Deployment service as well as Windows Update Service as per Company's Requirement while providing Better and Efficient Solution than Previous one with Technical Documentation

TECHNICAL SKILLS

- Experienced in Network and System Installation, Configuration, Maintenance and Troubleshooting
- Strong Understanding of OSI/TCP-IP Model, VLANs, Network Protocols, IPv4, IPv6
- Solid knowledge of Subnetting, Routing, Switching and Security
- Practical knowledge of static and dynamic routing protocol (RIP, EIGRP, OSPF, BGP)
- Applied knowledge of switch configuration (VLAN, inter VLAN Routing, Trunking, Port Security)
- Practical Grasp of ACL, DHCP, NAT, HSRP, VPN Configuration

TECHNICAL SKILLS (Continued)

- Experience working with LAN Switching, Routing, WAN, VoIP, Wireless technologies
- Basic Understanding of working LTE architecture
- Excellent skill of documenting technical procedures
- Experience with organizational Ticketing, change management systems and procedures
- In-depth knowledge of the relationship of how the software relates to the hardware being used
- Great knowledge of Cisco Product Lines including Access Points, Switches, Routers, firewalls
- Solid knowledge of Active Directory with User Management and Managing Security
- Working Expertise of Virtualization, Data Storage, Microsoft Server Administration including AD, GPO, DNS, DHCP, IIS, FTP, WDS, WSUS, DFS
- Knowledge of Linux Operating System (Fedora, CentOS, Ubuntu)

Tools: Service Now, Net Box, One-Click Spectrum, Zabbix, MS Visio, VM Ware products, O365 and Azure Administration

INTERPERSONAL SKILLS

- Great capability to multitask and maintain motivation on priority.
- Collaborating and working well together with high level of tolerance and respect for team members
- Outstanding communication and problem-solving skill
- Self-motivated, result-oriented and capacity to work under tight targets.
- High degree of expertise and extraordinary level of integrity and work ethics

EDUCATION and CERTIFICATIONS

Cisco Certified Network Associate | Cisco | March 2021

Network Technician | Southern Alberta Institute of Technology, AB | Oct 2019 - May 2020

Software Engineering Technology | Centennial College, ON | Sep 2013 – April 2015

Computer Engineering | Gujarat Technological University, INDIA | Sep 2008 – April 2012

PROJECTS

Network Implementation | Southern Alberta Institute of Technology, AB | 2020

- Provided Network Solution and Storage Solution for Company across four different Branches and team won for the best Proposal and Implement all the solution on virtual environment with redundancy

Microsoft Server and Directory | Southern Alberta Institute of Technology, AB | 2020

- Successfully implement Microsoft Server Roles with real time Replication to Provide minimal downtime as per instructor's requirement within given timeline and create PowerShell Script as Bonus Requirement

Server Virtualization | Southern Alberta Institute of Technology, AB | 2020

- Provide and implement better solution for company by virtualizing all services with Fault Tolerance, NAS Storage, VMotion

OTHER EXPERINCES

Information Technology Technician | BISAG, INDIA | May 2012 – August 2013

Customer Service Representative | Pho Lien, YT | Sep 2015 – April 2019

Supervisor | La Sani, ON | Oct 2013 – Aug 2015