ANKUR SINGH, CCNA

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Result-oriented associate-level network security professional and a recent graduate, with experience in network troubleshooting, deploying network devices, maintaining connectivity and **4 years customer support** experience. **Dedicated, self-motivated** individual who is flexible for working hours, capable in handling multiple tasks and committed to meet deadlines while working either individually or as an active team member.

Technical Proficiency

- Installation, Configuration and Troubleshooting: **Routers, Switches (L2 & L3), Firewalls, Access Points, Wireless Controllers**
- Operating Systems: **Cisco IOS, Windows 10, Linux, MacOS**
- Network Fundamentals: **TCP/IP, VOIP, DNS, DHCP, IPv4, IPv6, CIDR**
- WAN Connectivity: **MPLS, Point-to-Point, Point-to-Multipoint, VPN**
- Routing Protocols: (**Static, RIP, OSPF & EIGRP) for IPv4 and IPv6**
- LAN switching: **STP, RSTP, VLAN, VTP, Ether Channel (L2 & L3)**
- Network Security: **Authentication, TACACS+, RADIUS, ACLs, NAT/PAT, VPN, IPSEC, SSL**
- Network Monitoring and Troubleshooting: **SSH, SNMPv3, Syslog, Wireshark, PRTG**
- MS office 2016 **(Visio, Project, Word, Power point, Excel)**
- Network Infrastructure: **Microsoft Server 2012,2016**
- Intermediate knowledge of **AD DS, Clustering, Groups, GPO, OUs, Replication Strategies**

Education & Credentials

Postgraduate Diploma in Wireless Information Networking   **2018 - 2020**
Conestoga College, Kitchener, ON

Bachelor of Technology (Electronics and communication)   **2012 - 2016**
I.K.G. - Punjab Technical University, Punjab, India

Certifications

- **CCNA Routing and Switching (2021)**
- **Aure 900**
- **CCNP Enterprise (In Progress)**

Experience

Network Support Analyst   **Feb 2016 – Aug 2017**

INTELENET GLOBAL SERVICES, Mohali, India
Provided first level first level database monitoring and network incident support to call center employees.
- **Common Troubleshooting:** Fixed common hardware and software issues on advisor's desktop systems and communicated the incident over mail for documentation and event tracking.
- **Citrix Support:** Configured and resolved Citrix receiver remote PC access and user management.
- **Escalations and Follow-ups:** Raised escalation tickets with NICE and Novel-Vox backend teams for special issues.
- Prepared reference for users by writing operating instructions.
- Maintained historical records by documenting hardware and software changes and revisions.

Shift Manager
McDonald's Kitchener, Canada   **Nov 2017 – Present**
- Taking the lead role in running the entirety of a station or area, as well as the entire store
- Ensuring Operational targets of Ownership/Corporate are met on a consistent basis
- Motivate, encourage and assist team mates to enhance performance/morale.
- Scheduling, Inventory, Food Cost control Crew Development
- Providing outstanding customer service to each Guest