

# Thakur Gourav Singh

Associate Network Engineer

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## Profile

Experienced Network Engineer and skilled in managing and optimizing network infrastructure. Demonstrated ability to lead cross-functional team and effectively allocate resources to meet project requirement's. Proficient in troubleshooting complex network issues and implementing innovative solutions.

## Areas of Expertise

Network engineering – Routing & switching – Network monitoring and troubleshooting – Networking protocols

## Professional Experience

<b>Associate Network engineer</b>	Hyderabad, IN 03/2024 – Present
<ul style="list-style-type: none"><li>Monitoring and troubleshooting of Pan India network infrastructure and data centre of ICICI Bank, ensuring 24 x 7 up time.</li><li>configured branch, routers and switches;migrated network from non SD-WAN to SD-WAN technology.</li><li>Coordinated with ISPs and ensured SLA adherence for smooth network connectivity across branches.</li><li>Troubleshooting network devices using counting protocols such as BGP, OSPF etc to ensure stable and efficient connectivity.</li></ul>	Hyderabad, IN 03/2023 – 03/2024
<b>NOC Engineer</b>	
<ul style="list-style-type: none"><li>Worked as NOC engineer in ITCC, providing 24 x 7 support for application monitoring and incident management.</li><li>Monitored 180+ critical applications using monitoring tools; ensured up time and performance through proactive alerts.</li><li>coordinated with support teams to troubleshoot issues and ensured resolution within the defined SLAs.</li></ul>	Bangalore, IN 08/2022 – 03/2023

## Online Courses & Certifications

- CCNA- Udemy through skillMine

## Education

B.Tech in Computer, Science and Technology

Brilliant grammar institution of technology(Abdullahpurmet) affiliated with JNTU

Hyderabad, IN

2017 – 2022

## Skills

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- **Networking Protocols:** TCP/IP, BGP, OSPF, EIGRP, IS-IS, HSRP, VRRP, SNMP, NAT, DHCP, DNS
- **Tools & Platforms:** SolarWinds, ServiceNow, Dynatrace, Wireshark, AppDynamics, Riverbed, Appnomic
- **Network Technologies:** LAN/WAN, MPLS, VPN, VLAN, SD-WAN, Load Balancers, Firewalls (Cisco ASA, Fortinet)
- **Hardware:** Cisco Routers & Switches, Lavelle, Aruba, Vera's, FortiGate
- **Operating Systems:** Windows Server, Linux & Sys, Cisco IOS, Oracle OS & Oracle DBA
- **Cloud & Virtualization:** AWS Networking, Azure VNets, VMware ESXi, Hyper-V
- **Soft Skills:** Incident Management, SLA Adherence, Communication, Collaboration, Root Cause Analysis, 24/7 Monitoring Support

## Projects

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- SD -WAN Migration: Pan India replacement of Routers and switches.
- IT command Centre: Raised and resolved incidents within SLA by coordinating with cross-functional support teams.
- NOC: Monitoring of data centre servers
- App Monitoring: monitoring of 180+ applications 24 x7.

## Languages

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| • English – Fluent | Telugu -Fluent |
| • Hindi – Native   |                |