Chandrakanth

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CAREER OBJECTIVE

Seeking a career in Networking and related systems within a challenging environment that provides opportunities for professional growth and continuous improvement, contributing to organizational success.

SKILLS

Technical Summary:
• Ethernet header, ipv4 header, TCP header.
• Knowledge on OSI and TCP/IP reference model.
• Ping, Traceroute, DNS, VPN, IPsec, NAT.
• ARP, ICMP, UDP, TCP, SSH, Telnet.

Routing Technologies:
• Static Routing , Default routing.
• Routing Protocols such as OSPF, BGP, MPLS
• DHCP

Switching Technologies:
• VLAN, VTP, STP, RSTP.

EXPERIENCE

COGNIZANT   08/2023 – Present
                                                                                          Chennai

Analyst NOC Support Engineer (2.5 Years):

- Monitored enterprise and **data-center network infrastructure** using **SolarWinds** and **NetBrain**, ensuring high availability and proactive alert response.
- Followed defined **Standard Operating Procedures (SOPs)** for incident handling, escalation, and resolution to maintain operational consistency and SLA compliance.
- Performed **incident triage and troubleshooting** for data-center connectivity issues, including **Layer 1 and Layer 2 problems** such as link down, interface flaps, and cabling-related issues.
- Coordinated with **data-center field technicians, vendors teams** to isolate root cause and restore services efficiently.
- Supported **change activities** by executing approved changes within maintenance windows and strictly following **change management guidelines**.
- Used **NetBrain** for network topology visualization and path analysis to assist in faster issue identification and impact assessment.
- Maintained **incident reports, SOP documentation references, and change logs** to support audits, RCA, and continuous improvement.
- Communicated clearly with customers and stakeholders, providing regular updates on incident status, impact, and resolution timelines.

CERTIFICATES

Google IT Support Professional Certificate 🔗
– Coursera

The Bits and Bytes of Computer Networking 🔗
– Coursera

AWS Certified Cloud Practitioner 🔗
-AWS

ZTCA - Zero Trust Cyber Associate 🔗
– Zscaler

EDUCATION

BSc in Computer Science
Yogi Vemana University - Kadapa (2019 - 2023).