

SUMMARY

Dedicated Network support Engineer with 2+ years of experience and technical knowledge in customer support. Skilled in Network security, File Servers, Database servers, Workstations, Network based administration and other related systems. Proficient in technical support for Cisco Internetwork Operating System, Windows and Macintosh based systems.

EDUCATION

Master of Engineering in Electrical and Computer Engineering Concordia University, Montreal, Quebec	Aug 2017 – Nov 2019 GPA 3.0/4.3
Majors in Telecommunication Power Engineering Bachelor of Engineering in Electrical and Electronics Engineering GITAM University, Hyderabad, INDIA	Jun 2012 – Nov 2016 GPA 8.0/10
Majors in Electrical Power Electronics Power Systems Thermal Engineering Hydraulic Engineering	

MANAGERIAL SKILLS

- Decision Making
 - Team Management
 - Delegation
- Interpersonal and Communication
 - Diagnostic and Analytic skills
 - Technology Management
- Conceptual
 - Strategic Thinking
 - Forward Planning

TECHNICAL SKILLS

Programming Languages: C/C++, Python, Java, HTML, CSS, JavaScript
Operating Systems: Windows 10, Unix, Linux, CentOS, Fedora, RHEL, Windows Server, ISS
Database Experience: MySQL, PHP, Apache.
Containerization Experience: Docker and Kubernetes.
System Administration: Microsoft Office 365, UNIX, Linux and Ubuntu.
Virtualization: VirtualBox, VMware and Hyper-V
Directory Services: Microsoft Active Directory
Cloud: Amazon Web Services AWS - EC2, IAM, S3, EBS, VPC, Route53, Cloud Watch, SNS, Microsoft Azure and GCP

- Mobile device management
- Data Management
- Training and Development
- Shell Scripting and Ansible

- Root cause analysis
- Failure Resolution
- Azure, AWS, GCP
- Cisco IOS

- Desktop support
- Troubleshooting
- Printers & Scanners
- Jenkins, Mavin

- Network Support
- Component Installation
- Network Administration
- Git, GitHub, Bitbucket

Certification: 1. CCNA (Cisco Certified Network Associate Routing and Switching)
 2. Microsoft Azure
 3. CompTIA A+

WORK EXPERIENCE

Network Support Engineer – General Motors, Montreal, Quebec

May 2020 – Sep 2020

- Processed and managed Inbound users and Outbound technical support calls at 20% faster rate than team average.
- Removed malware, ransomware and other threats from laptops and desktop systems.
- Developed and tested new product offerings prior to release to assist development team in bug identification.
- Trained and supported end-users with software, hardware and network standards and use processes.
- Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.
- Leveraged ticket tracking system to prioritize, track and document problem resolutions and notify customers of issue status.
- Processed over 45 support requests weekly for technical assistance on wide range of issues related to Microsoft office 365, Outlook and hardware.

Technical Support Engineer – Gandhi Institute of Technology

Jan 2016 – Aug 2017

- Investigated and corrected problems with printers, copiers and other peripheral devices.
- Processed over 30 support requests weekly for technical assistance on wide range of issues related to Software and Hardware.
- Managed system-wide operating system and software deployments, as well as related software upgrade problems.
- Established, repaired and optimized networks by installing wiring, cabling and devices.
- Patched software and installed new versions to eliminate security problems and protect data.
- Broke down and evaluated user problems, using test scripts, personal expertise and probing questions.
- Configured hardware, devices and software to set up workstations for employees.
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
- Answered and triaged requests for assistance in order to provide top-notch support.
- Delivered network technology training to junior team members and end-users, enhancing knowledgebase and team productivity.

LEADERSHIP EXPERIENCE

ECE Department Representative for Graduate Students Association (GSA)

Sep 2018 – Aug 2019

- Coordinated schedules of activities, events and field trips.
- Supported department members with administrative, research and academic assistance.
- Liaised between faculty and students to answer questions and optimize faculty time.
- Acted as a bridge between ECE department and GSA to manage research and cultural activities
- Organized various workshops to graduate student for their development

Volunteered as IT Technician for General Election

Apr 2014 – Jun 2014
May 2016 – Jun 2016

- Setup, monitor and maintain polling equipment.
- Act as technical resource in assisting users to resolve problems with equipment and data.
- Resolved problems, improved operations and provided exceptional technical support services.

Organizer for Cultural Events in GITAM University.

- Led a group of 10 students to organize events with 200 participants.
- Member of student organizing committee which kept track of day-to-day events.
- Organized photography contest with 50 participants.

ACADEMIC PROJECTS

Linux Web Server Deployment

- Backup and restore data using Rsync command over SSH encrypted connection for high security and efficiency.
- Stream media over the network or the Internet using the VLC software.
- Used Linux to build a cluster of 2 webserver for high availability and ensure service is never down in enterprise environment.
- Build webserver using Apache and build a reverse proxy server using Nginx to provide high performance and security.
- Install proxy or caching server using squid.
- Create a RDBMS database system using MySQL or MariaDB.
- Create NoSQL database system using MongoDB
- Create in-memory database system or portable database system using SQLite package.
- Write advanced shell scripts to automate repetitive tasks adding new users.
- Provide an efficient environment for programming regardless of any language that the user is going to use.

Docker Containerization

- Building images of MongoDB, Nodejs and Nginx to use in blog application.
- Created Docker Swarm the clustering platform of docker and made components can connect to each other in swarm.
- Use of Docker stack to automate the process of creating Docker Swarm using a YAML file.
- Added resiliency to the Swarm by two manager nodes and 2 worker nodes.
- Created a service registry component, where all images are going to be stored locally.
- Handling Docker container storage by creating shared volumes.
- Use Ansible as a configuration management tool to automate Swarm creation on a bare metal machine.