CHETAN GANDHAVADI
CCNA & CompTIA A+ Certified Network Support Engineer
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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 Certificate   Aug 2017 – Nov 2019
Concordia University, Montreal, Quebec
     Majors in Telecommunication | Power Engineering

Bachelor of Engineering in Electrical and Electronics Engineering Certificate   Jun 2012 – Nov 2016
GITAM University, Hyderabad, INDIA
     Majors in Electrical | Power | Electronics | Power Systems | Thermal Engineering | Hydraulic Engineering

MANAGERIAL SKILLS

• Decision Making	• Interpersonal and Communication	• Conceptual
• Team Management	• Diagnostic and Analytic skills	• Strategic Thinking
• Delegation	• Technology Management	• 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
Configuration management using Puppet, Ansible, and Chef.
Version control systems: Git, Subversion, and Perforce
Cloud: Amazon Web Services AWS - EC2, IAM, S3, EBS, VPC, Route53, Cloud Watch, SNS, Microsoft Azure and GCP

• Mobile device management	• Root cause analysis	• Desktop support	• Network Support
• Data Management	• Failure Resolution	• Troubleshooting	• Component Installation
• Training and Development	• Azure, AWS, GCP	• Printers & Scanners	• Network Administration
• Shell Scripting and Ansible	• Cisco IOS	• Jenkins, Mavin	• Git, GitHub, Bitbucket

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

WORK EXPERIENCE

Network Support Engineer – General Motors, Montreal, Quebec   May 2020 – Sep 2020
• Managed two (2) data center servers by providing all necessary IT Support.

• Processed and managed Inbound users and Outbound technical support calls at 20% faster rate than team average.

• 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.

• 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.

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
• Setup, monitor and maintain polling equipment.   May 2016 – Jun 2016
• 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.   Jun 2015 – Sep 2015
• 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 webservers 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.

Static Website Deployment on AWS

• Create HTML/CSS files for website.
• Deploy static website on AWS Amplify Services.
• Route 53 for Domain Name registration.
• Git/GitHub to push remote Updates.
• Export code to AWS S3 Bucket system for backup.

Setting up CI-CD Pipeline for E-Commerce Application

• Setting up a Git & GitHub Repository.
• Building Jenkins Pipeline and writing jenkinsfile.
• Building & Deploying apps via Docker Container.
• Pushing Docker Images to DockerHub.

Real-time multimedia communications over internet

• Setup Call routing and signaling protocol
• Traffic Policing, shaping and engineering
• Design traffic policing/shaping and traffic engineering on network.
• Congestion management by using Queuing methods
• Configuration of priority Queuing on a network
• Configuring Weighted Round Robin Queuing as Custom Queuing