

# DANI ISSAC

## NETWORK SUPPORT ENGINEER

### CONTACT

✉ daniissac654321@gmail.com

🌐 [linkedin.com/in/daniissac](https://www.linkedin.com/in/daniissac)

### EDUCATION

CUSAT, KOCHI – B.TECH IN  
COMPUTER SCIENCE AND  
ENGINEERING

### PROFESSIONAL SUMMARY

Highly motivated Technical Support Engineer with a proven track record in network analysis, troubleshooting, and optimizing solutions. Thrilled by the challenge of learning new things and eager to leverage expertise in network technologies, Linux environments, and proficiency in scripting with Python to tackle challenging opportunities.

### WORK EXPERIENCE

#### Network Support Engineer, ThousandEyes

Cisco 2022-Present

- Leveraged expertise in diagnosing and troubleshooting incidents related to network issues, ensuring seamless connectivity.
- Applied solid understanding of modern enterprise networks and the TCP stack to isolate and resolve critical, large-scale network issues.
- Deployed and troubleshooted applications within Docker containers on diverse Linux platforms, aligning with industry's cutting-edge technologies.
- Contributed to faster issue resolution by providing comprehensive documentation and collaborating with fellow engineers.
- Maintained a strong focus on enhancing network operations efficiency and optimizing configurations.
- Developed custom Python scripts to automate network configuration tasks and expedite issue resolution.
- Collaborated effectively with internal teams to advocate for customer needs and drive product improvements.

#### Consulting Engineer, Business Critical Services

Cisco 2019-2022

- Engaged directly with customers, optimizing network solutions, and recommending configuration changes based on networking best practices.
- Advised on strategic software upgrades across various platforms, ensuring networks remained up-to-date.
- Developed custom scripts in Python to expedite CLI verification processes, streamlining network configurations and enhancing issue resolution.
- Acquired insights into network and cloud environments, delivering impeccable technical assistance.

### TECHNICAL SKILLS

- Languages: Python, Shell Scripting
- Systems: UNIX, Linux
- Networking: TCP/IP Stack
- Tools: GitHub, Docker
- Diagnostics: Wireshark

### SOFT SKILLS

- Strong account management capability
- Proactive customer satisfaction drive
- Excellent verbal and written communication
- Collaborative and team-focused approach
- Efficient troubleshooting and problem-solving abilities