Contact

9497146695 (Mobile)
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www.linkedin.com/in/daniissac
(LinkedIn)
daniissac.com (Personal)

Top Skills

Content Development
Program Management
Network Troubleshooting

Languages

English (Professional Working)
Malayalam (Native or Bilingual)

Certifications

Google IT Automation with Python
Cisco Certified Specialist -
Enterprise Core
AI for Networking
Cisco Certified DevNet Associate
AI For Everyone

Dani Issac

Technical Content Developer @ Cisco ThousandEyes
Ernakulam, Kerala, India

Summary

As a Network Support Engineer at ThousandEyes, part of Cisco,
I provide exceptional technical support to clients across various
industries and regions. I troubleshoot and resolve complex network
issues, ensuring high performance and reliability. I also collaborate
with internal teams and partners to deliver solutions that meet client
needs and expectations.

I have a strong background in network administration, Cisco systems
products, and Internet Protocol Suite (TCP/IP). I hold a degree as a
Bachelor of Technology in Computer Science and Engineering from
Cochin University of Science and Technology. I am passionate about
learning new technologies and enhancing my skills. I excel at clear
and concise communication, both written and verbal. I am committed
to delivering exceptional support and contributing to the success of
my team and clients.

Experience

Cisco
6 years 3 months

Technical Education Content Developer, ThousandEyes
November 2024 - Present (11 months)
India

In my role as a Technical Content Developer at Cisco's ThousandEyes, I am
responsible for keeping training materials accurate and relevant. I provide
technical expertise as an SME, proofread content, and create engaging demos
and screenshots for my team.

Network Support Engineer, ThousandEyes
April 2022 - October 2024 (2 years 7 months)
India

In my role as a Network Support Engineer at Cisco, I led complex network
incident diagnostics and troubleshooting efforts using ThousandEyes to
maintain consistent network uptime. I designed and delivered technical training

for junior engineers, fostering cross-functional collaboration with development and infrastructure teams to drive network architecture improvements and optimize performance.

Consulting Engineer, Business Critical Services, Customer Experience
July 2019 - April 2022 (2 years 10 months)
India

In my role as a Consulting Engineer at Cisco, I provided strategic networking consultancy to over 50 enterprise clients, implementing network optimization strategies to enhance performance. I also automated network configuration processes through Python scripting, significantly reducing deployment time. My efforts in delivering best-practice recommendations led to preventing 90% of potential network issues, ensuring smooth operations for our clients.

Cochin University of Science and Technology
Placement Cell Coordinator
August 2018 - March 2019 (8 months)

Education

Cochin University of Science and Technology
Bachelor of Technology - BTech, Computer Science and Engineering · (July 2015 - March 2019)