

Dani Issac

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Summary

As a Technical Education Content Developer at Cisco's ThousandEyes, I maintain accurate and relevant training materials. As an SME, I provide technical expertise, proofread content, and create engaging demos and screenshots. Previously, as a Network Support Engineer at ThousandEyes, I provided exceptional technical support to clients across industries and regions. I troubleshoot complex network issues, ensuring high performance and reliability. I collaborate with internal teams and partners to deliver solutions that meet client needs. My strong background in network administration, Cisco systems products, and TCP/IP enables me to learn new technologies and enhance my skills. I excel at clear and concise communication, delivering exceptional support and contributing to team and client success.

Experience

Technical Education Content Developer , Cisco ThousandEyes

November 2024 - Present

- Designed and developed technical education content related to network monitoring and performance analysis for ThousandEyes.
- Created training materials and interactive labs to enhance internal team knowledge.
- Collaborated with product and engineering teams to align content with latest technology updates.
- Streamlined knowledge sharing processes, reducing the onboarding time of new employees by 30%.

Network Support Engineer , Cisco ThousandEyes

April 2022 - October 2024

- Resolved 200+ critical network incidents by performing advanced diagnostics and troubleshooting.
- Analysed complex network issues using TCP stack expertise and network monitoring tools, reducing mean time to resolution by 30%.
- Orchestrated application deployments across multiple Docker containers and Linux environments, ensuring zero-downtime implementations.
- Created comprehensive technical documentation that reduced incident resolution time by 25% for common issues.
- Led cross-functional initiatives with product teams to implement customer-requested features, resulting in 15% improvement in customer satisfaction scores.

Consulting Engineer, Business Critical Services, Cisco

July 2019 - April 2022

- Provided strategic networking consultancy to 50+ enterprise clients, achieving 95% customer satisfaction rating.
- Developed and implemented network optimization strategies that improved performance by an average of 40%.
- Automated network configuration processes by creating Python scripts, reducing deployment time by 60%.
- Executed software upgrade projects across multiple Cisco platforms for 30+ clients with zero downtime.
- Conducted technical assessments and delivered best-practice recommendations, preventing 90% of potential network issues.

Placement Cell Coordinator , Cochin University of Science and Technology

August 2018 - March 2019

Education

Bachelor of Technology - BTech, Computer Science and Engineering ,

Cochin University of Science and Technology

July 2015 - March 2019

Skills

Programming Languages: Python, Shell Scripting.

Networking: TCP/IP Stack, Enterprise Networking

Diagnostics: Wireshark, dig, cURL, TCPDump, ping ,traceroute

Operating Systems: UNIX, Linux

Tools: Git, Docker

Certifications

Cisco Certified Specialist - Enterprise Network Assurance

Cisco Certified DevNet Associate

CCNA