

# Dani Issac

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## Experience

**ThousandEyes, a part of Cisco**  
**Technical Education Content Developer**

**Remote, India**  
*Nov 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%.

**ThousandEyes, a part of Cisco**  
**Network Support Engineer**

**Remote, India**  
*April 2022 - Nov 2024*

- Resolved 200+ critical network incidents by performing advanced diagnostics and troubleshooting
- Analyzed 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

**Business Critical Services, Cisco**  
**Consulting Engineer**

**Bangalore, India**  
*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

## Education

**Cochin University of Science and Technology (CUSAT)**  
**Bachelor of Science and Technology in Computer Science and Engineering**

**Kochi, Kerala**  
*May 2019*

## Skills

### Technical Skills

- **Programming Languages:** Python, Shell Scripting
- **Operating Systems:** UNIX, Linux
- **Networking:** TCP/IP Stack, Enterprise Networking
- **Tools:** Git, Docker
- **Diagnostics:** Wireshark, dig, cURL, TCPDump, ping ,traceroute

### Soft Skills

- |                                    |                            |
|------------------------------------|----------------------------|
| • Customer Experience Management   | • Project Management       |
| • Technical Problem Resolution     | • Performance Optimization |
| • Cross-functional Team Leadership | • Technical Documentation  |
| • Strategic Communication          | • Account Management       |