

# Dani Issac

[LinkedIn](#) | [Email](#)

## Education

**Cochin University of Science and Technology (CUSAT)**

B.Tech in Computer Science and Engineering

Kochi, Kerala

May 2019

## Experience

**ThousandEyes, a part of Cisco**

Network Support Engineer

Remote, India

April 2022 - Present

- Leveraged expertise in diagnosing and troubleshooting network incidents to ensure seamless connectivity.
- Applied understanding of modern enterprise networks and the TCP stack to help resolve critical, large-scale network issues.
- Deployed and troubleshooted applications within Docker containers and diverse Linux platforms.
- Contributed to faster issue resolution by providing comprehensive documentation and collaborating with fellow engineers.
- Collaborated with internal teams to advocate for customer needs and drive product improvements.

**Business Critical Services, Cisco**

Consulting Engineer

Bangalore, India

July 2019 - April 2022

- Engaged directly with customers to optimize network solutions and recommend best-practice configurations.
- Advised on strategic software upgrades across various Cisco platforms to ensure network up-to-dateness.
- Developed custom Python scripts to streamline network configurations and enhance issue resolution through faster CLI verification.
- Gained valuable insights into network and cloud environments, enabling exceptional technical assistance to clients.

## Skills

### Technical Skills

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

### Soft Skills

- Customer Satisfaction Focus
- Excellent Verbal and Written Communication
- Collaboration and Teamwork
- Efficient Troubleshooting and Problem-solving
- Account Management