Dani Issac

LinkedIn | Email

Experience

ThousandEyes, a part of Cisco   *Remote,India*
Network Support Engineer   April 2022 - Present

- 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   *Bangalore,India*
Consulting Engineer   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)   *Kochi,Kerala*
Bachelor of Science and Technology in Computer Science and Engineering   May 2019

Skills

Technical Skills

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

Soft Skills

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