



# Chandan Sarkar

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## Summary

MS Graduate in Systems Engineering, BITS Pilani.

A Technologist, focussed on learning all of the great new technologies, and working with a community of people who are all passionate about learning, and just generally being a part of a culture that values learning.

Cisco Live Speaker, Conducted LAB Workshop on Catalyst 9000 (Barcelona 2020) for Cisco Customers/Partners

Presently pursuing ML/AI & its implementations.

Certifications : CCIE #58457, Other recognised Industry Certifications viz: Vmware, Extreme Networks, Infoblox, Citrix and Nortel

Technologies : Datacenter Switching Technologies, Enterprise Switching, DCI Solution (VXLAN, OTV, FabricPath), Application Centric Infrastructure (ACI), Application Visibility & Control, Network Programmability & Automation

Skills : Product Architecture & Engineering, Data Center, Enterprise Network, Network Design & Implementation, Troubleshooting Large Networks, Packet Debugging, Network Automation, Mentoring.

Qualities : Adaptable, Active Team Player, Always on Learning Mode, Focussed.

## Experience



### Engineering Escalation, Catalyst 9000 Switches

Cisco

Jul 2018 - Present (2 years 2 months +)

- Work independently in Enterprise Switching Business Unit, in a team of Engineers in a senior role involved in troubleshooting Catalyst 9000 Switching Products.
- Technical Expert in the BU Critical Technology. Represent BU to other Cisco Functions, Customer, Partners and Industry
- Demonstrate a high degree of originality and innovation in troubleshooting and debugging complex and corner issues.
- Review design documents and solve design issues. Define new Software Product features based on Customer inputs and Case Analysis
- Participate in Product Architecture Definition and influence the design based on customer requirements.
- Collaborates substantially with different teams (Test, Development, Documentation, Marketing, Product Management)
- Work closely with Software & Hardware Engineers to develop products keeping serviceability aspects in mind.
- Primarily lead the BU in Cisco Executive Level escalated engagements, and other critical urgent cases and working closely with Sales/Account Team to drive issues till closure.
- Drive initiatives and improvement areas for the team



### Technical Service Engineer [Datacenter Switching]

Cisco

Feb 2015 - Jul 2018 (3 years 6 months)

Datacenter Switching team as Technical Service Engineer providing post sales technical support on Nexus Products issues for Cisco's Large Premium Customers Accounts at a World Wide Level.

Product Expertise : Nexus Series Switches (Nexus 7000, 9000, 5000/6000, 3000 )

Technology : VXLAN, DCI Fabric-path, OTV, vPC

Skills : Product Architecture, Platform Debugging & Troubleshooting (Data plane, Control Plan), Packet Forwarding, ACL, QoS.



## **Technical Service Engineer – [Enterprise Switching]**

Cisco

Mar 2014 - Jan 2015 (11 months)

- Worked as Technical Service Engineer and leads post-sales technical issue resolution at World Wide level, providing support on Enterprise Switching issues for Cisco's Large Premium Customers Accounts.

Product Expertise : Cisco Catalyst Switches 65xx, 68xx, 45xx, 3750

Technology : Switching Protocols, VSS, Stacking , HA

Skills : Product Architecture, Platform Debugging & Troubleshooting (Data plane, Control Plan), Packet Forwarding, ACL, QoS, TCAM.

- Engage in Complex Customer issues, involved in duplication of issues through effective leverage of complex lab setups.

- Proactively worked with Engineering teams on Catalyst products in Switching Business Unit to drive New Software/Hardware Defect closure.

- Root Cause Analysis (RCA) on escalated or reoccurring issues (problems) as necessary.

- Mentoring a community of TS engineers.



## **Subject Matter Expert – MTN Telecom, Africa**

MTN Uganda

Sep 2011 - Feb 2014 (2 years 6 months)

1. Network IT consultation for cross vendor Projects which includes Migration, new deployment and implementation.
2. Round table discussion & WAR meetings with MTN Leadership and other IT SMEs during Datacenter Outages & crisis situation to derive Root Cause.
3. Generated business opportunity areas for Wipro by working with other vendors on solution offering and conducting Proof of Concept (POC) to MTN CIO.
4. Delivered resource alignment and carried out network interviews by internally working with Wipro Management.
5. Analyzed vendor solution/offerings to MTN and share inputs through key vendor meetings.



## **Escalation Engineer**

Wipro Limited

Aug 2010 - Jun 2011 (11 months)

- Provided escalation support to L2 Network Team
- Resolved the long pending Problem Tickets
- Performed the planning & execution of service improvement plan for network performance
- Conducted onsite travel for Customer KAP (Knowledge Acquisition Program) for new technical process / customer on-boarding and provided KT to the Operations team
- Imparted effective technical trainings and NGN Technology briefing to L2 team



## **Senior Network Engineer - Level 2**

Wipro Limited

Sep 2008 - Jul 2010 (1 year 11 months)

- Provided Level 2 Support to Customer Network issues
- Network Architecture changes
- Documentation & Version Control



## **NOC Engineer**

Wipro Limited

Jul 2007 - Aug 2008 (1 year 2 months)

Carried out initial troubleshooting assistance to Customer Network issues (Data/Voice/Wireless)

## **Education**



### **Birla Institute of Technology and Science, Pilani**

Master's Degree, System Engineering



### **Bengal College of Engineering and Technology 125**

Bachelor's degree, Computer Programming, Specific Applications

2004 - 2007



### **Indian Institute of Technology, Kharagpur**

Certificate in Network Management, Computer Systems Networking and Telecommunications

2005 - 2005

## **Licenses & Certifications**



### **VMware Certified Professional 6 - Data Center Virtualization - VMware**

223461846



### **CICE - Certified Infoblox Core Engineer v6 - Infoblox**

12-465-101613-9804



### **CICA - Certified Infoblox Core Administrator v6 - Infoblox**

11-465-101613-9804



### **CCA for Citrix NetScaler 10 - Citrix**



### **Extreme Networks Specialist (ENS) - Extreme Networks**

Issued Dec 2011 - Expires Nov 2012

597967



### **Extreme Network Associate (ENA) - Extreme Networks**

Issued Dec 2011 - Expires Nov 2012

571702



### **Cisco Certified Network Professional (CCNP) - Cisco**

Issued Jun 2010 - Expires Jun 2013

CSCO11551440



### **Cisco Certified Network Associate (CCNA) - Cisco**

Issued Aug 2009 - Expires Jun 2013

CSCO11551440



### **Configuration and Troubleshooting Nortel ERS - Nortel Networks**

Issued Jun 2010 - Expires Jun 2012



### **Cisco Certified Internetwork Expert Service Provider (CCIE) - Cisco**

## **Skills**

Data Center • Cisco Technologies • Network Design • Enterprise Switching • IT Service Management • Cisco Nexus • Cisco IOS • Team Leadership • Cisco Network Design & Deployment • Network Consultation