CURRICULUM VITAE

Chinni Kumar Kota
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Career Objective :

   To achieve high career growth through a continuous learning process and keep myself Dynamic,visionary and competitive with the changing scenario of the world.

Profile Summary :

Having **2.5years** of work experience in **Network Operations Center** As NOC Engineer **L1 Support** .
- Working on NOC monitoring,OpsRamp,SolarWinds,ServiceNow.
- Professional Work experience in Alert monitoring, Servers,ISP, Infrastructure, Routers and Switches
- Work experience in ITIL
- Experience working in 24/7 environment, ability to work flexible hours and be on-call.
- Co-ordinate with multiple teams to get the issues resolved within SLA.
- Handled client contacts and engage when required.
- Abilities in handling multiple priorities, with a bias for action and a genuine interest in personal & professional development.
- Following escalation matrix as per the customer policies.

WORK EXPERIENCE :

Designation: NOC Engineer (2019/08/20 – 2022/03/02)
Organization: SIMTEK TECHNO SYSTEMS PVT LTD
Client Location: Standard Chartered GBS PVT LTD, Bangalore.

Description:

● As per Alerts we have received in Zabbix, SCOM, CISCO Meraki SolarWinds, we check Whether Alert is   True or False.
● On Basis of Severity of Alerts we Will Raise Trouble Ticket in Within SLA.
● Trouble Ticket will Assign to Respective teams Resolve issue.
● Need to Follow up Trouble Ticket Issue get Resolved and taking update from Respective teams as per the SLA.
● Monitoring ISPs Traffic any spikes or Degradation in traffic need to inform Backend team to Resolve issue.
● Co-ordinating with Network and Server Teams for resolving issues.
● Generating Reports for daily Incidents and Alerts.
● Network Monitoring for Alarms for all Network Elements. Reacting at the right time to the service affecting issues Assign the Trouble Ticket for outage alarm with in SLA Understands AM main interfaces including: Field Operations, i.e. not only within NOC/ Manages/Uses the Alarm Management processes and tools to detect, Assign the problems in line with Operator/other SLAs.

● Rectification of Problem within SLA's. Direct co-ordination with customers through Voice call and E-mail. Working on site down Trouble Tickets(using Service now) to ensure proper rectification of faults.

● Proper Raising, Updating and closing of TT. Perform proactive network testing to ensure proper functioning and reliability of the network.

Job profile :

- Troubleshoot network issues on day to day basis and update the escalation tickets to the higher Management.
- Proactively monitor Network performance and provide network performance statistics and reports.
- Contribute to knowledge base and provides recommendations for continuous improvements to work flow, process, and technology.
- Working on change requests and incidents.

Technical Skills Related to Cisco:

- Softwares: Cisco Packet Tracer, GNS3
- Switching: Dynamic Trunking Protocol, Vlan Truking Protocol
- Routing Protocols: Static, Default, RIP, RIPv2, EIGRP & OSPF
- Others: DHCP, DNS
- Knowledge on VLAN configuration with VLAN Trunk and VLAN access mode.

Education Qualifications :

- B.Tech in **ECE** from **Vikas College Of Engineering & Technology, JNTU KAKINADA** secured **64%** in the year 2017.
- Secured **89%** marks in BOARD OF INTERMEDIATE EDUCATION in 2013.
- Secured **85%** marks in BOARD OF SECONDARY EDUCATION in 2011.

Languages Known :

- English,Telugu.

Personal Details :

Name   **:** Chinni Kumar Kota
Date of birth   **:** 07/06/1994
Father's Name   **:** Pullaiah
Hobbies   : Listening to music, Watching movies

Declaration :

- As per my knowledge above information is given.

Date:04/02/2022

Place: Bangalore   **Chinni Kumar Kota**

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