AMIR KHURSHID

SUMMARY

Looking towards better carrier with a challenging environment to provide a secure, stable, fast, and reliable Network Operation for the organization. Contribute my inherent skills to adapt new technologies and work efficiently towards Automation.

EXPERIENCE

Sr. Network Specialist, September 2019- Current
Anheuser-Busch (AB InBev) - Bangalore**,** India

- Responsible for day-to-day operations of network infrastructure to ensure reliability, security and optimal performance.
- Identifying process gaps/breaks and lead improvement, standardization, simplification and automation in Network operations to achieve SLA.
- Owns vendor management and governance with internal & external stake holders.
- Maintains operational integrity: Responsible for operational and technology performance and prepare Monthly performance review plan (PRP) to stake holders
- Plan, design, implement, and maintain the organization's network infrastructure for SDWAN (Viptela and Meraki) fabric.
- Assisting in planning of the network for successful migration and transition
- Responsible to support operation for Chronic P1 and P2 issues.
- Root cause analysis, and implementation of corrective actions.
- Create reports on network performance and provide insights for improvement.
- Technical Documentation and maintenance of documentation for future references.
- Palo alto Firewall and ISE - L1- checks for in country to support break fix and implementation
- **Monitoring Tools:** Solarwinds (Orion)- Administrating and Onboarding of sites on Monitoring platform to ensure end to end Monitoring.
- **Automation**: Administrating Pagerduty with monitoring tools to enhance proactive monitoring.

CONTACT

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SKILLS

- Interest in Infra Network architecture, trends and technologies
- Strong interpersonal, written and verbal communications skills
- Quick learner and smart worker
- Creative thinker
- Project coordination
- Create lasting internal relationships to ensure long-term business success
- Excellent verbal and written communication skills
- Strong problem-solving abilities
- Ability to work independently and stay motivated
- Ability to perform in stressful situations or changing priorities
- Able to act in a multi-national
- Meraki and Viptela SDWAN
- LAN / WAN Troubleshooting
- Cisco ISE – Transition and support
- Palo Alto & ASA Firewall troubleshooting

Deputy Manager, **November2018 - September 2019**

Vodafone Global Services PVT LTD- ISP (VOIS)- Bangalore**,** India

- SPOC to represent monthly performance and manage escalation end to end
- Providing L2 support to Premium customers of Vodafone on SDWAN solution (Viptela , Meraki Juniper)
- Managing first line team (count=14) to support the SDWAN customer for UK and APAC region wherein have to support the customer taken Cisco SDWAN (Viptela) solutions / Juniper SDWAN solution
- In depth knowledge of Control and Data plane in SDWAN and Architecture
- Build a strong working relationship with all interfacing and supporting agencies including OLO's to ensure customer network problems are resolved with maximum efficiency
- Work closely with the management and the team with continuous improvement plans and define proactive measures for the smooth run of the process
- Shift Lead /Escalation Manager for the premium enterprise services desk
- Perform trending analysis work on complex issues & escalated problem tickets
- Attend weekly calls with client from Operations perspective and take corrective action
- Prepare Service Incident Report for faults caused severe business impact
- Run the incident review calls with Service Managers, Customers and stakeholders Guide Level 1 engineers to resolve incidents on priority and provide L2 support wherever required.

Senior Network Engineer, November 2016 - November 2018

Vodafone Global Services PVT LTD- ISP (VOIS)- Pune**,** India

- Testing of links riding on MPLS technologies, Ethernet, DSL, ILL and VPN in case customer reports link down, packet drop, errors, Latency and freezing issue for international clients of Vodafone
- Remote configuration of Cisco Routers and switches in case of hardware failure
- Provide remote L1 and L2 assistance to International premium customers of Vodafone like HP, Thomas Cook, Infosys etc
- Administration and diagnostics of issues on LAN and WAN
- Troubleshooting and full ownership of any network fault until service restoration, through strong interlocks with Carriers / local PTT, Field Services, Global Network Support, Regional Planning and Implementation teams.
- To achieve agreed SLA like Response SLA, Resolution SLA to maintain network uptime by resolving incidents within SLA
- Troubleshooting the problem regarding VPN, leased line circuits, NPLC and IPLC circuits.

Network Engineer, February 2014 – November 2016

TATA Communication Ltd - Pune

- Provide remote L1 support on Priority 1/2 incidents
- Handling escalations of premium enterprise customers (Globally) in case the line is hard down and drive them towards resolution (within SLA)
- Hands on experience on troubleshooting of wireless (WIMAX / Neo Broadband) and wired Network end to end (Experience With TATA)

EDUCATION AND TRAINING

Bachelor's Degree in Electronics and Communication Engineering
Year of completion: 07/2013
University: LOVELY PROFESSIONAL UNIVERSITY (LPU) - Phagwara Punjab, India
Percentage: 70.20% / CGPA: 7.8

CERTIFICATIONS

- Enterprise SD-WAN Implementation specialist – Cisco Viptela
- PCNSA – Palo Alto Networks
- Silver peak SD-WAN
- ITIL Certified (2016)

CRM PORTAL USED

- Troubleshooting application: Stable net, PUTTY / Secure CRT.
- Web applications: Cisco Meraki, DNAC, Viptela, Packet tracer, Wireshark, Thousand Eyes, Cisco ISE, Pagerduty, IRIS.
- Monitoring Tool: Solarwinds (Orion) - Administration, Reporting, Dashboard, upgrades and troubleshooting. Onboarding sites and creating alerts for the sites transitioned to support.
- Ticketing tools: Service Now (SNOW), BMC Remedy (7.2), BMC Oracle based CRM

HANDS ON TECHNOLOGY

- SDWAN- To migrate to SDWAN and troubleshoot issues on SDWAN and resolve being the first point of contact. Sound understanding of Viptela and Meraki SDWAN platform.
- Transition of new customer on SDWAN Viptela and Meraki
- Palo Alto Firewall: Hands-on experience for Level 1 troubleshooting on Firewall.
- Cisco ISE: Level 1 support for Cisco ISE.
- MPLS – Expertise in providing L2 support to customers across globe.
- Routing Protocols: OSPF, BGP, RIP, IGRP
- DSL / IPVPN – L1.5 support to international customers Thomas cook .

LANGUAGES

- English: Native
- Hindi: Native
- Urdu: Native

WEBSITES, PORTFOLIOS, PROFILES

www.linkedin.com/in/amir- khurshid-b8754265

REFERENCES

References available upon request.

DISCLAIMER

I hereby declare that the information furnished above is true to the best of my knowledge. **AMIR KHURSHID**