**CURRICULUM VITAE**

## DEEPAK SHENOY VISWANATHAN

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## 

**CAREER OBJECTIVE**

Aspire to work in a demanding environment where I can apply my experience, education and

skill to develop useful and innovative solutions. To associate with an organization that

progresses dynamically and gives me a chance to utilize my technical and logical skills. To be part

of a team that excels my work towards the growth of the organization.

**SUMMARY**

* 6+ years of IT experience as Network Engineer.
* Administration of LAN & WAN , Voice and security technologies and knowledge of Network Operating Systems and protocols in the maintenance and support.
* Good experience in terms of global network and voice operations, remote support and service, Incident, problem management and change management under ITIL framework.
* I have reasonable knowledge over MS Office, Project Management, Capacity Management, Problem Management and Performance Tracking.

**EDUCATIONAL PROFILE:**

|  |  |  |
| --- | --- | --- |
| **Year** | **Board/University** | **Course** |
| 1999 | Kerala State | SSLC |
| 2006 | Technical Board of Karnataka | Diploma in Electronics & Communication Engineering |
| 2013 | The Institution of Engineers (India) | Bachelors in Electronics and Communication |

**CERTIFICATIONS:**

* Cisco Certified Network Professional (CCNP)
* Advanced Diploma in Computer Hardware and maintenance networking (ADCHMN)

**TECHNICAL SKILLS:**

HSRP,VLAN,Static routing, ACLs, Leased lines, Subnetting, ADSL, OSI model, Experience in Cisco devices, LAN/WAN networks, leased lines, basic understanding on voice and wireless, Knowledge on information security,BGP,OSPF,EIGRP,Spanning tree protocol, MPLS

**TECHNOLOGIES:**

Routing and switching - Cisco Routers and Switches

Security -ASA

IP Telephony -Cisco Call Managers, Voice gateways

Wireless – Cisco access points, Cisco prime, Meraki

Wan Technologies – ADSL , LEASED LINES , ISDN , SIP, FTTC, FTTP, MPLS

**WORK EXPERIENCE:**

**KCOM**

Period : March 2018 – Till Date

Team : Customer Experience engineer

Company Profile : KCOM is a leading provider of communications services and IT solutions to organisations and consumers. By listening to and learning from our customers, we design and deliver the right services to connect them with the things that matter.

Our three main markets are:

Enterprises: organisations with complex needs look to us to help them transform their operations and experience to become more customer-centric, agile and efficient

Businesses: we help businesses embrace the power of technology to become more successful

Consumers: households across Hull and East Yorkshire can choose from our range of voice, broadband and TV services to suit their needs

Responsibilities :

* Event Management 24/7 across complex customer solutions in the Consumer, SMB & Enterprise areas of our business
* Incident Management and technical resolution of services and support to all KCOM customers, Engineers and Field Service Engineers
* Pro-actively managing our customers networks, taking into account prioritisation and service impact
* Responding to Customer Incidents by performing support diagnostics, with occasional support co-ordination duties.
* Reporting, managing and progressing incidents that are to be resolved by 3rd Party contractors / service partners.
* Liaising with manufacturers and customers during incident escalations (e.g. Cisco & Avaya) at a technical level, as part of technical escalation and resolution of Incidents.

**Venture Forecourts Limited**

Period : October 2017 – February 2018

Team : Customer service representative in Shell Petrol Pump (Pontefract)

Company Profile : Venture Forecourts operate petrol stations in Yorkshire on behalf of Shell UK Oil Products

Responsibilities :

* Planogram layouts and shop merchandising
* POS & Equipment Operation
* Product selling
* Banking of the shift money
* Safe keeping of Money and goods
* Providing Assistance to customers and following the complaints procedure
* Active selling/Up selling products
* Keeping the Forecourt/Shop Operational and Clean and Bright

**Angard Staffing Solutions Ltd**

Period : October 2016 – September 2017

Team : Mail Sorting

Company Profile : Angard Staffing Solutions Ltd is the dedicated recruitment partner for Royal Mail Group.They supply flexible staffing solutions to meet Royal Mail's demands, offering workers a mix of short and varied assignments which can choose to fit around other commitments.

Responsibilities :

* Mail Sorting
* Loading

**Dimension Data Services Private Limited (India)**

Period : September 2010 – May 2016

Team : NOC

Company Profile : Dimension Data’s systems integration business provides specialist IT infrastructure solutions across networking, data center, unified communications, security, desktop and contact center technologies

Responsibilities :

* Providing support to client infrastructure by troubleshooting issues on proactive and reactive basis.
* Responsible for handling auto generated cases from ticketing tool Service Now, also raising incidents manually when service interruption, service degradation reported by client and also re-prioritization of a ticket after analyzing at the impact.
* Provide problem diagnosis, using appropriate supporttools and resolution.
* For issues related to service provider, coordinating with them for raising ticket, follow up, timely escalations and receiving RFO after the resolution of the issue.
* Assign calls to appropriate third party queues.
* Troubleshooting the management link issues which may cause the loss of visibility to client devices and hence impact client monitoring in case of unavailability of redundancy.
* Raising a change request & updating the RFC form and coordinating with relevant parties for approval.
* Troubleshooting issues related to routers, switches, wan accelerators, voice gateways and access points etc.
* Performing configuration changes on network devices during client scheduled change and emergency break fix for traffic failover.
* Hop to hop analysis on traversing devices / links for locating any potential issue on path which client reports issue on.
* Assist in ensuring SLAs and KPIs are met
* Coordinating with onsite engineer to pre configure the device before replacement at client site and testing all parameters including resiliency.
* Raising scheduled outages for service provider maintenance and coordinating with ISP during the activity and following up for status after completion of activity.
* Joining joint troubleshooting bridge call with client / Telecom/ TAC for resolving critical issues.

**PERSONAL STRENGTHS**

* Team Player, Ability to interact and coordinate with the team & handle Pressure full Situations well.
* Eager to learn, quick in grasping new concepts and keen towards technology.
* Aggressive as well energetic enough to work for lengthy duration.
* Excellent communications skills, logical skills, punctuality, honesty, confidence.

# HOBBIES

Listening to Music, Singing, Drawing, Driving, Playing Badminton and cricket

# PERSONAL DETAILS

Date of Birth : 14th October, 1983

Sex : Male

UK driving llicence : Yes

Work permit : Yes

# DECLARATION:

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

# (Deepak Shenoy Viswanathan)