SANJAY

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Career Objective

To be recognized as an efficient and competent individual having good interpersonal skills and groomed socializing abilities. Being a hard worker with positive attitude. I inspire to prove my talent in the fast-moving **TECHNO WORLD.**

SUMMARY:

➢ Certified Network Engineer with 10+ Years of experience in configuring and maintain the Cisco router, Catalyst switches.

➢ Good knowledge of static routing and Routing Protocols: EIGRP, OSPF, BGP

➢ Configuration & IOS Up-gradation on Cisco Router and Switches.

➢ Widely experienced on Cisco Switches 29xx, 3700, 3850, 4500.

➢ Configuration of VLAN, STP, RSTP, Trunk, AAA, Access lists, dynamic routing (EIGRP, OSPF & BGP) & static route

➢ Configure and troubleshoot HSRP, VRRP, and GLBP in enterprise network for high availability.

➢ Working & Installation of Operating System: - Windows XP, Win-7, Win-10, Server 2003, Server-2008.

➢ Switching: Layer2 technologies like VLAN, VTP, STP, RSTP, Port Security, Port Roles, Trunk Protocols like ISL and Dot1Q, Ether channels and Load balance.

➢ Implemented redundancy with HSRP, VRRP, GLBP, Ether-Channel (LACP,PAgP) etc.

➢ Proficiently implemented traffic filters using Standard & Extended access-lists, Distribution-lists, Route-maps.

➢ Network Management Tools: Wire Shark, Sniffer, PRTG, Solar Wind, TACACS.

➢ Managing LAN, WLAN, WAN & SD-WAN (Viptela) connectivity

Technical Skills:

➢ **Routing Protocol**   : Static routing , EIGRP, OSPF, BGP
➢ **Switching**   : VLAN, STP, RSTP, VTP & Ether-channel.
➢ **High Availability**   : HSRP, VRRP, GLBP
➢ **SDWAN Viptela & Cisco** : vManage, vSmart, vBond & vEdge
➢ **Wireless**   : Implement and support for Cisco WLC, AP.
➢ **Other**   : DHCP , TACACS, ACL – Standard / Extended.

EXPERIENCE OVERVIEW:

HCL

- Company Name: HCL Comnet System and Services Ltd.
- Designation   : Technical Specialist -Networks
- Experience   : 09th Oct. 2006 to 24th Feb. 2022 (15 Years & 4 Month)

Responsibilities:

- Leading Change to Business project which includes addition of switch, access point, extension of site, End of Life hardware replacement & planning for new sites.
- Configuration & Troubleshoot of routing protocols EIGRP, OSPF, BGP & HSRP.
- Provide 2nd level Support in Network related issues.
- IOS upgradation of the network devices (Cisco router and switches)
- Performing the activity like VLAN Configuration, Layer 2 to Layer 3 conversion of Node B sites, OSPF, BGP, HSRP, VRRP configuration, Interface configuration, Static route creation and deletion on Cisco routers and switches for Project as per the requirement of client.
- Working on the user incident related to network issues.
- Coordinating with the ISP for circuit related issues.
- To Adhere the ITILv3 process to accomplish the Incident, Change and Problem Management by using BMC remedy (ticketing tool).
- To do RCA and provide RFOs to the client after any incident or outage.
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2. British Telecom

Company Name   :   British Telecom
Designation   :   Incident Management Professional
Experience   :   25th Feb. 2022 to Present (1 Year 3 Months)

Responsibilities:

- Attempt first time fix, dealing with customer, suppliers as necessary
- Troubleshooting Routing protocols i.e. EIGRP, RIP, OSPF and BGP.
- Carrying-out re-engineering of network designs, trouble shooting and problem resolution of elusive customer network difficulties.
- Escalate support calls to the appropriate 3rd line team if unable to resolve the incident
- Update customers by telephone or e-mail on the progress of a support call or to ask for additional information
- Liaise with Vendors and Third parties for circuit or hardware issues and escalate as per SLA's defined to restore services in minimal possible time.
- Handle incoming emails from customers ensuring they are acted upon in a timely manner
- Escalate service exceptions and high priority incident tickets appropriately within the business
- Liaise effectively with colleagues and stakeholders to meet customer requirements
- Handle day to day network issues regarding WLAN, network slowness, site isolation etc.
- Taking care of high priority (P1 and P2) Incident and Change Management through NGSD tool.
- Responsible for end-to-end incident management within assigned time (SLA), tracking and reporting.
- Responsible for RMA from Cisco for faulty device, and configure the new RMA device.

- ➢ Managing LAN, WLAN, WAN & SD-WAN (Viptela) connectivity across 300+ remote sites.
- ➢ Monitoring SD-WAN devices and via Vmanage portal.
- ➢ Configuration & troubleshooting of WLAN on Wireless LAN controllers, Cisco Prime &Access points.

ACADEMIC CREDENTIALS

- ❖ 2003-06: 3-Yr. Diploma in Electronics & Communication Engineering from Pusa Polytechnic (BTE), Delhi
- ❖ 2000: Senior Secondary Examination from C.B.S.E
- ❖ 1998: Secondary Examination from C.B.S.E

CERTIFICATIONS

- ❖ Cisco Certified Network Associate (**CCNA**). Cisco ID: CSCO12814037
- ❖ CCNP Routing & Switching.
- ❖ ITIL (Foundation)
- ❖ Palo Alto Networks Certified Network Security Administrator **(PCNSA)**

ACHIVEMENTS

- ❖ Maximum ticket resolution count.
- ❖ Zero SLA breach of tickets.
- ❖ Achieved targets within a given time frame.

PERSONAL PROFILE

Father's Name	: -	Sh. Boodh Sen
Date of Birth	: -	03⁻ Sep-1982
Current Address	: -	A 78/28, Joshi Colony, I.P. Extension, Delhi-92
Linguistic Abilities	: -	English and Hindi.
Pan card no.	: -	BMBPS1587E
Notice Period	: -	**20 Days (Serving notice Period)**

DECLARATION:

I hereby declare that the details furnished above are true to the best of my knowledge and belief. I assure you of my sincerest efforts in keeping up the standards of your esteemed concern, if given an opportunity to work with.

Place: -Delhi   Sanjay
Date: -