

**NEHA GUPTA**

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**AN OVERVIEW**

- CCNA and ITIL 4 Foundation Certified professional with 7+ years of experience in Network Operations/Support, Incident, Change, Problem Management.

**ORGANIZATIONAL EXPERIENCE:**

**Coforge: Senior Associate (17<sup>th</sup> January 2022 – 2<sup>nd</sup> May 2023)**

**Project Responsibilities:**

- Initial escalation points of contact for day-to-day Operational and Delivery issues.
- Initiate root cause analysis on high severity/critical incidents and coordinate with Problem manager for deriving the final root cause of the problem.
- Ensure Incident Management KPI/SLA are reviewed at agreed frequency and analysis/review for improvement
- Monitor the resolution of incidents involving multiple Service Providers and ensure it is within the SLA.
- Managing Incidents and major incidents for applications and infrastructure.
- Define and maintain the problem management procedure.
- Driving the Root cause analysis for major Business-critical/ High impact incidents.
- Collaborate with functional leads involved in each problem and corrective action to ensure that improvements completely address the root cause.
- Managing Problem Management Review Board Meeting with the client on Problem Management.
- Periodically review the effectiveness and efficiency of the problem management process.
- Leading internal and external Service Management Process meetings and Service Reviews.
- Collaborate with global vendors for project delivery.
- Worked on tools like: ITSM, Jira, Orion, Confluence, Nagios, BSM, Logic monitor, Truesight.
- Working closely with the Client's Process head.
- Evaluates requests for major incidents and understand the business impact of them.
- Give precise and confident information about progress towards service restoration to the stakeholders.
- Working closely with the Customer to review and implement any process improvement.
- Managing Incident, Change & Problem Management.
- Diagnosis of faults and determining whether new incidents are related to known errors or existing problem records.

## **Ericsson India Global Services Pvt Ltd: NOC Engineer (12<sup>th</sup> April 2019 – 10<sup>th</sup> January 2021)**

### **Key Deliverables:**

- Responsible for Management of in-house Global Wide Area Network across Ericsson offices and Datacentre locations worldwide.
- Responsible for managing Ericsson various networks like ECN, TPC & MSDP.
- Analysing, troubleshooting, and correcting network problems remotely.
- Managing Ericsson WAN network in EMEA, AMCS and APAC region which comprise of Cisco routers, Juniper routers (SRX), Cisco switches, HP Switches, Extreme Switches, and Juniper Firewalls.
- Analysing, troubleshooting, and resolving internet, MPLS and other network and internet issues for Ericsson Customers across the Globe.
- Working on High Priority incidents for quick resolution of customer reported issues/outages.
- Working on changes in coordination with change management to upgrade/change in Ericsson Network in coordination with outside vendors/supplier
- Working in coordination with Back Office and Incident Management teams for better and quick fix or workaround to keep the services operational for customer.

## **British Telecom: Network Associate (4<sup>th</sup> March 2016 to 28<sup>th</sup> March 2019)**

### **Key Deliverables:**

- The main work is to monitor the network & raise incidents accordingly (Monitoring profile).
- Monitoring along with basis L1 troubleshooting.
- Part of the onshore meetings which decides the mandatory changes and new updates for the process.
- Handling Escalation of network operations on daily basis.
- Meeting targets for the Team by completing number of tasks and achieving more than 100% Efficiency with quality.

## **TLC (Tech Live Connect): Solution Engineer (7th April 2015 to 7th January 2016)**

### **Key Deliverables:**

- Worked as a SOLUTION ENGINEER, also worked in escalation handling queue where I used to retain the customers.
- Used to communicate through 60-70 calls in a day.
- Customer Satisfaction Score was 90%.

## **CORE COMPETANCIES**

### **Technical Skills**

- Routing Protocols: EIGRP, OSPF, BGP.
- Switching Protocols: VLANs, VTP, DTP, STP, EtherChannel, IVR.
- IP Services: HSRP, VRRP, GLBP.
- Security: ACL, Switchport Security, DHCP Snooping, DAI, Private Vlan.
- Monitoring Tools: Orion, BSM, Nagios, ITSM, Span.
- Hands on experience on Cisco Routers 29xx, 28xx, 72xx, Juniper SRX routers.
- Hands on experience on Cisco 2950, 2960, 3550, 3560, 3750 and Juniper switches.
- SDWAN Basics

### **Educational Qualification**

Exam	Institute	University/ Board	Year of Study/Passing	Aggregate obtained
B. TECH (E.C)	Shankara institute of technology Jaipur	RTU	2010-14	68
XII	Kendriya Vidyalaya no.1 (AFS) Jodhpur	CBSE	2009	60
X	Kendriya Vidyalaya no.1 (AFS) Jodhpur	CBSE	2007	75

## **PERSONAL PROFILE**

- Father's Name : Nand Lal Gupta
- Date of Birth : 08/01/1992
- Marital Status :
- Language : English & Hindi