**S.R. Lakshmi **

**E-mail**: [lakshmysr@gmail.com](mailto:lakshmysr@gmail.com)

Mobile: 9496779383

**CAREER OBJECTIVE**

A confident, energetic and motivated person with Cisco certification in routing and switching and looking for a challenging networking job that would meet my qualifications and help me to explore new areas to further shape my career.

**PROFESSIONAL SUMMARY**

* Over 6 years of experience in the Information Technology.
* Certified CISCO Certifications – CCNA RS, CCNA Security and CCNP (Route, T-shoot) (CISCO ID: **CSCO12239951)**.
* Graduate in Computer Science, MG University 2007.

**CERTIFICATION AND TRAINING**

* Completed a certification course in **CCNP, CCNA** **Routing And Switching**
* Completed a certification course in **CCNA Security**
* Received training for Versa, Juniper routing and switching, ACI, UCS, SDWAN

**TECHNICAL SKILLS**

Networking **:** Knowledge of DHCP, DNS, IIS, ICS, TCP/IP, LAN, WAN, WLAN, Good Knowledge in Sub-netting

WAN Technologies **:** DMVPN, Frame relay, PPP, NAT

Switching : Configuration of VLAN, VTP, SPANNING TREE PROTOCOLS, VSS

Routing : Static & Dynamic IP routing (RIP, EIGRP, OSPF, BGP)

High availability technologies : HSRP, VRRP, GLBP

Virtualization : Basic knowledge in VMware

Other Technologies : ACI, SDWAN, VPN(DMVPN)IPSec, MPLS, Multicast Routing, Tunneling, QoS, VRF, IPv6

Operating Systems **:** Windows- XP, Vista, 07, 08, 10

**PROFESSIONAL EXPERIENCE**

* **Tata Consultancy Services**

**Duration:** Jan 2019 – Dec 2022

**Designation:** Business Process Lead

**Client Name:** CISCO

* Part of Cisco ACI technical team which advices tier-1 Customers regarding its software implementations.
* Assessing the Risk involved by analyzing the Network configurations for the hardware and Software in the customer setup.
* Analyzing various network issues.
* Assessing the impact of the known Caveats on the customer network.
* Handling customer calls for Design requirements and Software planning.
* Provide necessary workaround if an issue occurs in the network and at the same time proactively analyzing the network topology and provide with enhancements to improve Network Health
* Coordinating with clients over the WebEx and provide support for Software Recommendation and Migration.
* Strategy document preparation for the installation of new hardware and for Software Upgrades
* **Accenture Solutions**

**Duration:** July 2017 - Jan 2019

**Designation:** Network Operations Associate

* Expert with remote service with routers and switches.
* Expert is WAN configuration with BGP and SD-WAN.
* Link monitoring and troubleshooting.
* Expert in HSRP and VRRP.
* IP SLA based tracking.
* Configuring EIGRP, OSPF
* Expert is troubleshooting various routing issues.
* Managing TACACS server.
* Switches and Routers based DHCP configuration and Relay agent.
* **Sutherland Global Services Cochin, India**

**Duration**: March09 - Jan 2011

**Designation**: NOC Engineer (Level1)

**Client Name**: Symantec Technologies

* Expert with remote service with routers and switches.
* Link monitoring and troubleshooting.
* Expert in HSRP and VRRP.
* IP SLA based tracking.
* Managing TACACS
* Expert in identifying, troubleshooting and analyzing Virus, spyware and rootkit related issues. Also, trained in determining appropriate course of action and conduct repairs without data loss.
* Expert in handling desktop issues including Operating System (Windows), Security software and other utilities related issues.
* Expert in installing and configuring security software and handling related issues.
* **Hexacode Informatics, Cochin, India**

Duration: September 08 – March 09

**Designation:** Process Associate (Leverl1)

* Call Insurance companies to check the Claim Status, collect relevant and correct information from the insurance Company.
* Pre and post call analysis of accounts prior to each call.

**PERSONAL TRAITS**

* Dedication to Profession.
* Good Administration and Managing Power.
* Quick learner and hardworking.
* Strong analytical and troubleshooting skills.
* Experienced customer service provider.
* Enthusiastic and committed to excellence in my work.

Effective interpersonal ability within a multi-ethnic environment, honest and reliable, result oriented, adaptable and flexible.

**PERSONAL DETAILS**

DOB : 19/9/1986

Fathers Name : Rajendran M K

Nationality : Indian

Languages : English, Malayalam, Hindi

Contact Numbers : 9496779383

Passport No : On request

**Declaration:** I hereby declare that the information furnished above are true and correct to the best of my knowledge and belief.

Place: Banglaore

Date: 25/08/2023 S.R.Lakshmi