|  |  |
| --- | --- |
| **PRATHIMA A**  Phone : +91-9901552278  Email: [Prathima.meenakshi@gmail.com](mailto:Prathima.meenakshi@gmail.com)  **Immediate Join. Serving Notice period.** |  |

**NETWORK ENGINEER**

IT service operations & Infrastructure Support, Networking

Comprehensive experience with 2.9 years in implementation of IT infrastructure and network administration (WAN & LAN) and providing initial incident support.

**CAREER OBJECTIVE:-**

To obtain a challenging position where I can utilize my knowledge of networking and it should provide career growth.

**EDUCATION:-**

* B.E (Electronics and Communication) from Reva institute of technology and management, Bangalore in 2013 with (71.0%).
* PUC at Govt. PU College, Bangalore (81.0%).
* Cisco Certified network Associate(CCNA).

**Areas of Expertise: -**

* Ability to manage complex spreadsheets.
* Experience in managing & Delivering Projects.
* Logging, Categorizing, prioritizing incidents & providing initial Incident Support.
* Managing Network Asset inventory through the useful lifecycle of each asset.
* Exceptional communication skills.
* Excellent in developing the new and smooth communication channel for a group of people.

**PROFESSIONAL EXPERIENCE:-**

July 2013 -Till date with **Sequel Mind Solution Pvt Ltd** as **Service Deployment Engineer.**

**Client: Dimension Data India Pvt Ltd**

**Project: State Bank of India (Global)**

**Job Responsibilities:**

* Responsible for deploying and monitoring of 30,000 + client devices.
* Responsible for planning and executing Deployment Projects.
* Experience on tools like PORTAL, ITSM, REMEDY, VOYENCE, SMARTS, APG & CONCORD RIM.
* Accountable for the support & Maintenance of Switches, Routers, Firewalls, IPS Devices.
* Experience on Installation & troubling of LAN, WAN and wireless infrastructure.
* Experience on basic configuration & troubleshooting of Cisco Switches 2960, 3560, 3750, 3850, Routers 1800, 1900, 2600.
* Commissioning and Maintenance of All ISP Internet Leased Lines, MPLS VPN, Broadband etc.
* Knowledge on Routing protocols like OSPF, EIGRP, RIP.
* Knowledge on L2 protocols like STP, RSTP,VLANs, VTP.
* Worked on Installation and configuration of all type of v-sat equipments.
* Responsible for Managing Network devices by deploying, redeploying and other back end tasks
* Preparation and formatting of External and Internal Client Reports. Consolidate and analysis of data from various departments/clients/sources.
* Analysis of reports and interacting with clients for Service improvement.
* Ensure On time and accurate reports are delivered to clients within the deadline/target.
* Conducting Monthly operations review with all TLs and Managers along with each department/Team reports
* Preparing weekly reports that captured business impact and initiatives.
* Preparing and maintaining Performance reports and communicating to client.
* Responsible to maintain & manage deployment reports.
* Knowledge sharing to new team members on Reports, Tools navigation & Excel work.
* Knowledge sharing to backend team for Tools navigation and automation .

**PERSONAL SKILLS:**

* Able to work under pressure of deadlines.
* Ability to work in teams and as well as to lead them**.**
* Advance knowledge of building projects and supporting infrastructure
* Excellent communication and interpersonal skills
* Critical thinking skills and ability to work under pressure
* Organized approach to solve problem with good decision- making skills
* Comprehensive knowledge of using desktop computers and removable media drives
* Ability to work independently and as a team member
* Strong time management and organizational skills
* Multi-tasking skills and ability to meet deadlines

**ACHIVEMENTS IN THE JOB:-**

* Rewarded as best performer consistently from November 2014 to May 2015
* Successful Completed SBI MPLS Deployment project of 20,000+ branches in 11 months.
* Successfully completed project management fundamental course.
* Presently handling ASP(alternate service provider deployment project for 18,000 devices)project.
* Successfully completed IOS up gradation Deployment project for 10,000 devices .
* Successfully completed Bandwidth up gradation Deployment project ,

**Technical Skills:**

* Successfully completed CCNA Basic course.

PERSONAL DETAILS:-

* Date of Birth: 20th June 1991
* Languages Known: English, Hindi, Kannada, and Telugu.
* Gender: Female
* Nationality: Indian
* Address: #174/2, 1st main, 2nd cross, Pruthivi talkies back,

Ring road, Narayanappa Layout, Nagavara, AC Post

Bangalore- 560045

**DECLARATION:-**

I hereby affirm that the above-mentioned information is true to the best of my knowledge.

**Place:** Bangalore Regards

**Date:** (Prathima A)