**Namrata Verma**

**Email:** namrata.fti@gmail.com

**Contact**: 7042458582

**Objective**

To work with a challenging environment in an organization that provides excellent work culture and offers professional growth while being resourceful, innovative and flexible.

**Technical Skills**

* Good knowledge of routing protocols like RIP, EIGRP, OSPF.
* Configuration of Cisco/Juniper routers, switches and firewalls.
* DHCP, DNS
* VLAN, VTP, STP, MPLS VPN.
* Subnetting
* Cabling, Ethernet, OSI model, TCP/IP
* NMS
* Applications: Solarwinds, IPAM, Splunk, Cisco Meraki, Netcool, BMC remedy, ServiceNow.

**Educational Qualification**

* Bachelor of Technology in Electronics & communication engineering from UPTU with aggregate 61.96% in 2013.
* Achieved Intermediate certificate from U.P. Board with aggregate 55.8% in 2008.
* Achieved High School certificate affiliated to U.P. Board from Shivaji Inter College, Kanpur, Uttar Pradesh with aggregate 69.96%.

**Work Experience**

**Total Experience – 9 Yrs.**

* **Current organization- Tata Consultancy Services.**

Project- Bombardier Transportation , NBN

Designation- Network Engineer

Location- Noida

Duration- April 2018 - Present

Roles and Responsibilities (Bombardier Transportation )-

* Troubleshooting of the network issues (LAN/WAN/Security) for enterprise network.
* Troubleshooting the issues related to router, switches, firewall, access points and their configurations.
* Good knowledge of networking tools like IPAM, Solarwinds, WLC, Splunk, ServiceNow etc.
* ServiceNow: working on P1, P2 and other incidents management and change(standard/minor) management.
* IPAM: IP management through IPAM tool, add/remove DNS entries, MAC binding, assigning free IPs to network devices, FQDN mapping.
* Solarwinds: Checking the node status, managing/unmanaging devices, traffic analysis, Top-talkers,
* Splunk: Monitoring and analysing logs.
* WLC: Managing and troubleshooting for WAP. Adding new APs in controller and in flex connect group.
* Involved in discussion with Project managers/Business partner for any decommissioning of sites, and perform the necessary steps required from network team.
* Worked on Aruba : WAP, Clearpass, controller.
* Expertise in Cisco Routers 1800, 2900, ISR 4K, ASR 901, 920, 903, 1k series and Catalyst Switches 3550, 3560, 3750, 2960 ,6500 series, Cisco AP 3700 series, Juniper SRX550 Firewall, Juniper switches.
* Involved in troubleshooting bridge call with on-site engineer and with different teams together.
* Multiple vendor coordination.
* Handling client communication call for daily/weekly updates.

Roles and Responsibilities (NBN)-

* Investigation of the reported FTTN/B network faults.
* Alarm monitoring and ticket assignment using AMS and Remedy tool.
* Troubleshooting reported problems via emails or ticketing system.
* Validating service availability and completing client requests for services.
* Worked on LDN technologies like OPTICAL, DWDM & OTN.
* Hands on the NETCOOL and CITRIX for monitoring.
* Troubleshooting and monitoring the Ethernet/FTTN, DSLAM, Alcatel NMS Leased lines, FTTH, FTTN Networks.
* Providing resolution for services affecting problems on proactive or reactive basis for data as well as lease circuits.
* Involved in discussions with field engineers on solutions to troubleshoot and repair complex circuits, equipment configuration, optical link losses, hardware faults and PDH faults.
* Trouble ticket generation, identifying and solving the client's problems.

**Achievements and awards**

*Service and Commitment Award - 25 Apr 2021*

*Star performer award - 21 Dec 2020*

*Star performer award - 26 Feb 2020*

*Applause Award - 09 May 2019*

*Star performer award - 24 Apr 2019*

*Appreciation from client.*

* **Organization- Accenture Services Pvt. Ltd.**

Project- Airtel

Designation- IT Operations Associate

Location- Manesar, Gurgaon.

Duration- April 2016 – April 2018

Roles and Responsibilities-

* Remote troubleshooting on customer end routers and PE routers.
* Responsible for monitoring, implementation, and administration of Network Infrastructure
* Involve in consulting on technology issues involving connectivity for LANs, WANs, routing etc.
* Troubleshooting all networking problems on WAN connectivity to ensure minimum down-time and maximum availability/ connectivity of networks within SLA parameter.
* Working on Tejas, ECI, equipments in EMS & NMS.
* Dispatch field technicians on various sites, and provide guidance for network device connections, configuration and troubleshooting.
* Providing hub to spoke reachability to customers.
* **Organization- HCL Technologies**

Project - ERICSSON-Sprint Nextel

Designation- Jr. Engr.

Location – Noida

Duration – Feb 2015- April 2016

Roles and Responsibilities-

* Remotely configure ports, switches, routers and test the circuits at Layer 1(Physical Layer) using tools like Quick pad, react, blue zone etc.
* Remote testing of T1 carrier circuits on FTTH platform.
* Retrieve and update FMS/FACTS comments and records as part of the DSO, DS1 level install process.
* Interface with Telco.
* Conference meeting with clients like Fed-Ex, McDonalds, NBA, CEVA.
* **Organization - Sony India Pvt. Ltd.**

Designation - Technical Support Engr.

Location - New Delhi

Duration – May 2014 - Feb 2015

Roles and Responsibilities-

* To receive inbound calls from customers
* Provide solution for technical queries of users related to company’s product
* Providing general information regarding product
* Handle escalated customers.

**Personal Traits**

* My Strengths: Quick learner, self-motivated, dedicated, self-disciplined
* Skills: Good analytical, communication & interpersonal skills.

Ability to work well in both team environment and individually.

**Personal Profile**

Date of Birth : 24- 09-1991

Father’s Name : Mr. Awadhesh Kumar Verma

Permanent Address : 671/90, Manohar Vihar, Jarauli phase 2, Kanpur (U.P.)

Contact No. : 7042458582

**Declaration**

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

**Place:** Noida NAMRATA VERMA