

Saksham Barar

(CCNA R&S, CCNA Security)

C-1683, Palam Vihar, Gurgaon, Haryana - 122017

Cell: 958-247-6337 • Home: (0124) 4072559 • Email: barar.saksham@gmail.com

Network Engineer

Highly skilled IT Network Professional with **4 years** of relevant experience and a progressive career in field of Networking. Demonstrated ability to **prioritize** and manage projects in a **timely manner**. Successful at implementing new and **creative ideas** in the work assigned. Able to adapt quickly to new environments and concepts. **Superior customer relations**, problem solving and **communication skills**. Proven ability to assess customer needs and implement **effective methods** to deliver **optimum results**. Productive and **result oriented** in team and individual projects.

Technical Skills:

- **Networking:** VLANs, VPN, Routing & Switching, DNS, DHCP, NAT, ACL, Network Troubleshooting etc.
 - **Network Hardware:** CISCO (ASA, Routers and Switch), Cyberoam (UTMs, iView, CCC, CCMS), and Sophos (UTM and XG Firewall).
 - **Programming (Novice):** C and Batch Programming.
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Professional Experience

Pre-Sales Engineer, Sophos (Formerly Cyberoam), Ahmedabad, Gujarat

(July'14 - Present)

Job Responsibilities:

- Handle day to day Pre-Sales Support operations:
 - **Proof of Concept (POC)** or **Product Demonstration (On-Site/Remote)**.
 - Troubleshooting of **POC** or **Existing Customers Issues**.
 - **Traveling to Domestic or International Location** for **Pre-Sales Support Operations**.
- Conducting **webinars** and **technology presentations** with country sales manager and Partners to **enable sales** and **generate new business**.
- Conducting **product training** and **Certification for Partners**.
- Keep partners up to date with **new product, CyberoamOS/SFOS, and Technology updates**.
- **Creating KB Articles** on troubleshooting, know-hows, etc.
- Responsible for providing **technical support** related to but not limited to **Routing, Switching, VPN, General Network Issues** and **Issues related to UTM** to International Customers over the **phone/email/chat**.
- Providing Support to both **existing** and **new Network Setup, Deployment and Configuration Migration** from different devices like **Cisco, SonicWALL, Fortigate**, etc.
- **Configuring and Troubleshooting UTM, Firewall, Routing, Switching, IPSEC VPN, SSL VPN, Authentication, Web Filtering, Application Filtering, NAT, IPS, VLAN, QOS** etc.
- Participating in **Interview Processes** for hiring new Candidates and **Delivering Training** to them (both process specific & device specific).
- Currently **handling a team of 6 people** for **North America** region and **mentoring them**.
- **Handling escalations** for any unresolved case by the Team.
- Currently working as **VPN SME, Escalation Engineer** and **Team Lead**.

Achievements:

- One of the **consistent performers** till date.
- Accolades from **Partners/Customers/Managers** for **consistent performance** and **good Customer connect**.
- Delivered **4 Trainings overseas (Switzerland, Vietnam, Malaysia & Spain)** and many **in-house trainings**.
- **Extensive knowledge** in the **Firewall Technology & Network Troubleshooting**.
- Took in-house trainings for **VPN, General Networking Concepts, Device Specific**, etc. regularly.

Job Responsibilities:

- Responsible for providing **technical support** related to **VPN** to **International Customers** over the phone and over the email.
- **Provided Technical Support** including setting up a **new VPN**, troubleshooting the existing one, answering queries related to VPN, etc.
- Dealt with Configuring and Troubleshooting **Cisco ASA/PIX**, address translation (**NAT, Global, Static**), **IP routing** and **VLANs, ACL, IPSEC LAN-to-LAN** and **IPSEC Remote VPN (IOS/ASA)**, **SSL VPN (Client)**, **Easy VPN (IOS/ASA)**, **Split-Tunnel, NAT-T, GRE, L2TP, AAA** (authentication), etc.

Achievements:

- Received lots of **Recognition** from various **Customers/Partners**.
- One of the **best Performers** in the **VPN Team**.
- Constantly maintained a **High CSAT** and **TSAT** ratio throughout the Tenure.

Job Responsibilities:

- Responsible for providing **technical support** to **International Customers** over the phone.
- **Provided Technical Support** including issues with the **Firewall/Router, NAT, Internet Connectivity, Emails, Proprietary Anti-virus**, Upgrading/Downgrading/Details of different Internet Plans, up-selling etc.
- Dealt with How to configure and Troubleshoot **Firewall, NAT, Outlook Express/Outlook/Windows Mail/MAC Mail**, Setting up a new and troubleshooting an Existing Internet Connection/**Firewall/Router, PPPOE** and **Bridge Mode**, Configuring **DHCP, MAC filtering, Wi-Fi** and **Security, Antivirus** Troubleshooting, etc.

Achievements:

- Received lots of **Appreciation** from various **Customers**.
- Maintained **lowest CBR** for **5 consecutive months** within the Team.
- Maintained **highest CSAT** ratio for **2 consecutive months** within the Team.

Job Responsibilities:

- Responsible for Setting up **New Network** and **Troubleshooting existing Network setup** at home or small offices. Also did troubleshooting for various **Computer Hardware Issues**.
- Assisted with smallest of the requirements like Installing of a new software to a **challenging scenario** like identifying the cause of a **Computer failure** or a **Network failure**, etc.
- Dealt with **Assembling a New PC**, Upgrading an existing PC, **Troubleshooting Computer Hardware**, **Setting up a New Network**, **Modifying an existing network Setup**, **Troubleshooting Network Issues**, etc.

Certifications

- **Cisco Certified Network Associate (Security)**, June 2016.
- **Palo Alto Accredited Configuration Engineer (ACE)**, Jan 2016
- **Sophos UTM Certified Engineer**, Nov 2015
- **Sophos XG Firewall Certified Architect**, Nov 2015
- **Sophos XG Firewall Certified Engineer**, Nov 2015
- **Cyberoam Certified Network & Security Expert (CCNSE)**, Dec 2015
- **Cyberoam Certified Network & Security Professional (CCNSP)**, Nov 2014.
- **Cisco Certified Network Associate (Routing & Switching)**, June 2013 (Renewed June 2016).
- **Diploma in Computer Hardware & Computer Networks (ACHN)**, Jan 2006.

Education

- **Master of Computer Applications**, IITM College affiliated to GGSIPU University, New Delhi, 2009-2012 batch with 71.64%.
 - **Bachelor of Computer Applications**, Jamia Hamdard University, New Delhi, 2005-2008 batch with 67.2%.
 - **HSC**, Arwachin Bharti Bhawan School, New Delhi, 2005 batch with 62.8%.
SSC, Flora Dale Public School, New Delhi, 2003 batch with 66%.
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Additional Information

Strengths	Self-Starter, Creative, Team-Player, Multi-tasker.
Hobbies	Listening to Music, Blogging, Riding Bike, etc.
Languages Known	English and Hindi
Nationality	Indian
Sex	Male
Marital Status	Single
Father's Name	Mr. V.P. Barar

Date: August 2016

Place: Ahmedabad

Saksham Barar