Abirami Sundaram

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Professional Profile

Technical Consultant with 3 years of experience and currently working with Capgemini (Client: Sony Mobile Communication) in administration of large networks using latest technologies including Bluecoat proxy, F5 Load Balancers, SSL VPN, Checkpoint, Juniper and Mcafee Firewalls.

Technical Skills

- Operating system   : Linux, Windows XP, Cisco IOS, Bluecoat SGOS, Junos, Screen OS
- Web proxy   : Bluecoat, Zscaler
- Firewall   : Juniper SRX, Netscreen, Cisco ASA, Checkpoint, Mcafee, Fortinet
- Routers & Switches   : Cisco catalyst, Nexus
- Load Balancers   : F5 BigIP LTM, GTM(DNS), Array, Radware, A10
- Tools   : Algosec, Splunk, Solarwinds, IPAM, BMC Remedy, SM9

Certifications & Corporate Trainings

- Cisco Certified Network Associate (CCNA)
- Juniper Network Certified Associate Junos (JNCIA-Junos)
- Juniper Networks Certified Specialist Security (JNCIS-SEC)
- Solarwinds Certified Professional(SCP)
- Accredited Configuration Engineer (ACE) Exam - PAN-OS 7.0 Version
- Zscaler Certified Cloud Administrator (ZCCA)
- Business English Certificate (BEC) – Preliminary Level B1, 2011

Corporate Trainings:

- Cisco Certified Network Associate – Security, CCNA-Sec,
- Advanced Routing and Switching
- Checkpoint Security Administrator
- F5 App delivery fundamentals(101) and TMOS Administration (201)
- Bluecoat Proxy Administrator (BCCPA) and Professional (BCCPP)
- ITIL Foundation 2011
- CMB 300-2I Deploy and Manage Citrix XenApp/XenDesktop 7.6

WORK EXPERIENCE

Capgemini India (Sony Mobile Communications)
Bangalore   - Technical Consultant/Mentor   - October 2015 to till date

Vodafone Global
Bangalore   - Senior Executive   - March 2015 to October 2015

Tata Communications Ltd
Chennai   - Technical Associate   - June 2013 to March 2015

JOB RESPONSIBILITIES

Company Name: Capgemini India (19-oct-2015 to Present)

- Designation: Consultant

- Project Name: Sony India Software Centre
- Designation: Consultant (Mentor – Juniper)
- Technology: Checkpoint, Juniper (SRX, ISG, SSG), Bluecoat, F5 LTM/GTM

Mentor - Juniper

- New implementation/replacement of Firewalls to improve the network.
- Manage team members and assist them on resolving cases.
- Understanding the priorities and needs of the business and getting the task fulfilled on time.
- Building trust and valuable working relationship with teams.
- Assigning tasks and SOPs to team members and providing on-call support on needed basis.

Load balancers F5 BigIP LTMs and GTM

- Perform regular changes to virtual IPs and load balancing configurations for various application groups of the customer and maintain compliance to ITIL change management procedures.
- Troubleshoot operational incidents that arise out of everyday activities on the load balancers.
- Replace devices during failure incidents at software/hardware level.
- Make changes to deployed virtual IPs and install SSL certificates on load balancers

Proxies

- Manage deployment of **Bluecoat Proxy** at enterprise level.
- Perform changes to VPM, ACL for various application groups of customer.
- Troubleshoot various incidents and replace devices during failure incidents at software/hardware level.

Firewalls

- Administration, installations, upgrades, hardware replacements, migrations, rule revalidation on **Check point, Mcafee, Juniper SRX, SSG and NetScreen firewalls**.
- Troubleshoot issues and was responsible to restore customer services within guaranteed and strict Service Level agreement.
- Handling severity major calls and supporting customers for service outages and network issues.
- Hardware replacement and installation of new firewalls as and when needed.

Company Name: Vodafone Global (Mar-2015 to Oct-2015)

- Designation: Senior Executive

- Project Name: Bank of America
- Technology: F5 LTM and GTM, Bluecoat Proxy

  OPERATIONS (Support)

- Providing 24/7 support to the customer for technical troubleshooting.

- Full management, configuration and troubleshooting of the network appliances like Load Balancers from F5 (including BIGIP LTM, GTM), 3-DNS and Bluecoat Proxy.
- Providing Test Plans to be implemented on the proxy, load balancing devices prior to the activity.
- Configuring Bluecoat SG proxy Server for client (Whitelisting/Blacklisting the URL's and categorizing URLs as per the customer requirement.
- Identifying hardware related issues and rectifying it remotely with the help of field engineer.
- Troubleshooting the issues originating on the network security which includes the load balancing and/or proxy environment, rectification of the issues from Layer 4 to Layer-7 of the network.
- Extensively using networking tools as Wireshark, TCPDUMP, HttpFox (Packet Capturing and analysis Tool), Putty, WINSCP and Fiddler for troubleshooting the issue.

Company Name: Tata Communications Ltd (Jun-2013 to Mar-2015)

- Designation: Technical Associate

- Project: Managed Hosting (MHS) and Managed Security Services(MSS)
- Technology: Cisco ASA, Fortigate, Juniper (SRX), Bluecoat, Zscaler, F5 LTM/GTM, Cisco Routers/Switches

  OPERATIONS (Support)

- Providing 24/7 support to the customer for technical troubleshooting.
- Managing Customer Networks with various Cisco network devices like ASA, Pix, 7600 Routers, Nexus 5k, L3 and L2 switches.
- Firewalls administration: Cisco PIX, ASA, FWSM, Juniper SRX firewalls.
- Load balancers (administration, installations, upgrades, hardware replacements, migrations) F5 BIG-IP LTM, GTM, Array, Radware Alteon (Appwall), and A10.
- Provisioning and implementing two factor authentication services for Managed Authentication Service customers using Safenet.
- Experience with technical support focused on multiple vendor network security solutions e.g. Cisco, Fortinet, Juniper, F5, Array, Blue coat and Zscaler proxy.

EDUCATIONAL QUALIFICATION

B.E (ECE), 2013, Sree Sastha Institute of Engg & Technology, Anna University, Chennai

PERSONAL INFORMATION

Date of Birth	:	12 July 1992
Gender	:	Female
Marital Status	:	Single
Nationality	:	Indian
Permanent Address	:	2/136, 1st Murugan Koil Street, Vethilai Thottam, Senneer Kuppam, Chennai - 600056
Languages Known	:	English, Tamil, Hindi

I hereby acknowledge that the information furnished above is true to the best of my knowledge and belief.

Place: Bangalore

Date: (Abirami Sundaram)