

Trainer Profile – Raghu

Corporate trainer with overall 9 years of core IT experience

Skills, competencies and abilities at a glance

- Expertise in educating team members in the utilization of new systems for improving business growth.
- Known for establishing sound training programs from scratch and improving training processes and procedures.
- Exceptional ability to collaborate with team members and teach new concepts in an effective manner.
- Proven track record of analyzing requirements and designing key solutions that meet customer goals.
- Planned, scheduled and managed all training classes.
- Mentored other training professionals and class instructors.
- Proven ability to motivate others to study and excel.
- Resolve conflict and handle sensitive employee situations.
- Strong oral communication and presentation skills with ability to teach adults.
- Strong professional image.
- Excellent at PC applications to develop training materials and manuals.
- Demonstrated organizational skills and implementing multiple priorities and plans.

Areas of Expertise – Technical

- Big Data – Hadoop 1.x,2.x Administration/Developer , MapReduce, Pig, Hive, HBase and Oozie
- Cloud Computing – Amazon Web Services architecture and solutions
- DevOps – Puppet, Nginx, SVN, Git,Jenkins
- Cisco – CCNA, CCNA – Security, CCNP (R&S)
- JUNIPER – JNCIA, JNCIS, JNCIP
- VMWARE – vSphere 5.5, ESXi, VCP5-DCV
- Microsoft Windows Server – Active Directory infrastructure, POWERSHELL
- Microsoft Windows Client – Windows 7, Windows 8

- COMPTIA – A+, N+, Server+

Areas of Expertise – Soft Skills

Team Building	Motivational Skills
Corporate etiquette	Sales Effectiveness
Stress Management	Client Interaction skills
Conflict Resolution	Creative Problem Solving
Decision Making	Email Writing Skills
Communication Skills	Emotional Intelligence
Time Management and goal setting	Assertiveness Training

Educational Qualification

- Master of Science in Electronics from University of Calicut
- Bachelor of Science in Physics from University of Calicut

Certifications:

- JNCIP-SP Juniper™ Networks. Certified Internet Professional
- JNCIS-M Juniper™ Networks. Certified Internet Specialist
- JNCIA-M Juniper™ Networks. Certified Internet Associate
- JNCIA-ER Juniper™ Networks. Certified Internet Associate – Enterprise Routing
- CCNP Cisco Certified Network Professional
- BSCI Building Scalable Cisco Internetworks
- CCNA Cisco Certified Network Associate
- CCNA – Security
- EMC Storage Technology Foundation Certified(E20-001)
- MCSA(Exchange) Microsoft Certified System Administrator
- MCTS Microsoft Certified Technology Specialist in Windows 7
- MCTS Microsoft Certified Technology Specialist in Virtualization

PROFESSIONAL EXPERIENCE: (Total of 8 + years of Experience starting with the current position held)

CURRENT POSITION – CORPORATE TRAINER

Working as a Corporate Trainer (Freelancer) for the past couple of years. My roles and responsibilities include the following

- Design and develop custom training curriculum as per the requirement of the client
- Deliver the training either on premise or online
- Improve the methodologies and delivery models based on participant interaction and feedback
- Monitor and measure effectiveness of training programs
- Planned, created and executed training programs and techniques to various clients
- Analyzed training needs and facilitated both workshops and training programs for corporate.
- Implemented tracking mechanisms to analyze the results of workshops and training programs.
- Assisted in developing needs assessments of sales representatives and sales management.
- Delivered and evaluated training programs concerning domain, industry, and solution areas.
- Prepared training manuals, feedback survey forms, and support materials.

CSS Corp-Juniper TAC (Aug 12-2010- Nov-27-2012)

Network Specialist/Escalation Lead

Key Responsibility

- Network Scalability Testing for major ISPs.
- Bug Testing and raising problem report from lab replication of issues.
- Was part of Network Design Team for AT&T in Juniper Sunnyvale California (Onsite Project)
- Troubleshooting and Finding RCA for all Major issue related to Juniper routers.
- Worked with all major ISPs like Comcast, AT&T, SINGTEL, Reliance, Orange ,Vodafone .Bharathi etc
- Conduct Technical Training for New Hires and L1s
- To be POC regarding all technical escalations/issues.
- Actively handle escalation from L1 (Escalation based on Case age & Customer/Account Mgr Request)
- Perform Case Audits
- Configuring and troubleshooting various technologies including OSPF, BGP, ISIS, MPLS, LSP, LDP, RSVP, L2 VPN, L3 VPN, Multicast protocols (IGMP, PIM), LLDP, VRRP, Firewall filters, Policers, Routing policy, Class of Service, Static routes &Aggregate routes, Aggregated Ethernet (AE) LACP.

- Processing RMA's (Return Merchandise Authorization) for the various components in the M/T/MX series routers including Routing Engine, Control Boards, Chassis, FPC, DPC, SIB, PIC, SFP, XFP & Power Supply (PEM).
- Troubleshooting hardware issues, analyzing the core dump files generated using JTAC tools & providing PR's (Permanent Resolution) to the customers. Interacting with Advanced TAC (ATAC) by opening sub cases & escalating the various cases
- Performing lab replications for the various Engineers on the floor using the M/T/MX series routers.

Dell Services, Bangalore (Nov 2009- Aug 2010)

Information Security Technician

- Designs , develops or recommends security systems solutions that will ensure proprietary/confidential data and systems are protected.
- Provides technical services for the support of integrated security systems and solutions. Participates with the client in the strategic design process to translate security and business requirements into processes and systems.
- Monitor implementation to ensure that needs are met or exceeded. Handles reporting to appropriate parties on status. Reviews objectives and recommends required changes to senior team.
- Provide immediate post-implementation problem solving, trouble shooting, and support as related to security.
- Delete / Remove access for terminated employees and authorized agents as required.
- Interacts with clients and associates as required, answering basic policy and procedure questions related to information security and safety.
- Fulfil Security Administration requests working from a queue in OPAS in line with the process defined in SOP
- Review effectiveness of previous PIP.
- Analyze trends and find ways to improve the effectiveness and efficiency of Routers and switches
- Identify best practices and review process and procedures from time to time (with the consent of the Manager - IT)
- Send (periodic) reports to the IT Info Security Department.
- Analyze frequently escalated issues.
- Identify training needs.
- Workout Maintenance plans.
- Schedule Monitoring and Maintenance.

NIIT Limited, Bangalore

Technical Infrastructure Administrator/ Trainer (Oct 2007 – Nov 2009)

- Responsible for managing, maintaining and troubleshooting a network consisting of :
- 100 client nodes running windows XP
- An additional Domain Controller running windows server 2003
- A database and file server running windows server 2003
- Three switched networks consisting of CISCO 2960 Switches
- CISCO 2811 router
- Providing technical training for corporate clients in the following areas
- CompTIA A+, N+
- CISCO Routing and Switching
- Windows XP

Professional and Personal Achievements:

- Received Award of Excellence from NIIT for the contributions during 2008-09
- Selected as one of the top performers of Q3 in 2011 by Juniper Networks
- Represented college in state level cultural festival (Western Music)
- Won second prize for Piano in Zone level competition