

Jayashree Seeni

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Career Profile:

Dynamic and experienced network engineer with sound knowledge of monitoring and troubleshooting network communication systems. Seeking a responsible position with a view to utilize my skills towards professional growth and development.

Professional Skills:

- Comprehensive knowledge of network security, Alcatel, Cisco technologies and telecommunication networks.
- In-depth knowledge of network monitoring, network equipment and network operation techniques.
- Knowledge of network troubleshooting, monitoring and maintaining remote servers.
- Possess strong analytical, troubleshooting and customer service skills.
- Ability to communicate effectively with excellent management and organizational skills.
- Ability to handle multiple tasks and work under pressure
- Able to easily adapt the working environment with a positive attitude.

Education:

2001 – 2005	Bachelor of Engineering in Computer Science.
2010	Network Essentials from Singapore Polytechnic
2014	Cisco Certified Network Associate (CCNA)
2016	Cisco Certified Network Professional (CCNP – Routing)
2018	Amazon Web services (AWS)
2021	Microsoft Azure Fundamentals
2021	Juniper Certified Associate (JNCIA)
2021	Palo-Alto Certified Network Security Engineer (PNCSE)

Technical Skills:

Networking : Routers, Switches, Accesspoints, Firewalls (Cisco ASA, Palo-Alto), Load Balancers (F5), NAC clearpass (Aruba), LAN, WAN, VPN, WLC, CMX.

Operating System: Windows XP, vista, windows server 2008 and Ubuntu.

Database: MY SQL, DB2

Protocols: TCP/IP, DHCP, DNS, SSH, ICMP, NTP, FTP, OSPF, BGP

Monitoring tools: Science logic, Grafana, Prometheus, Netgain, AWS Cloud watch

Ticketing System : IT Service Management, JIRA, Common Trouble Ticket System,

Telecommunication Tools: Alcatel SDH, Marconi SDH, Lucent SDH, Huawei Carrier Ethernet, Huawei IP DSLAM, Alcatel IP DSLAM, INMS (Integrated Network Management Systems), RFTMS (Fiber monitoring systems), GPON (Alcatel and Huawei).

Employment History:

Organization : Cloudflare

Designation : Network Deployment Engineer

Duration : August 2021 to till date

- Provision hardware, software, and network in new Cloudflare's data centers
- Upgrade software in Cloudflare data centers
- Monitor network and hardware issues
- Repair and maintains data center equipment
- Manage "remote hands" work within our data centers
- Experience installing / maintaining datacenter infrastructure and DCIM tools.
- Responsible for raising interconnectivity with external service providers which includes submitting LOA / raising LOA, verifying physical interfaces and provisioning new circuits.

Organization: National Computer Systems(NCS)

Designation: Senior Network Engineer

Duration: August 2020 to August 2021

- Monitor network equipment, respond to alerts, and investigate faults
- Configure firewalls, load balancers, routers, switches, wireless Lan controllers, etc
- Perform firmware upgrade during maintenance window
- Troubleshoot LAN, WLAN, VPN and NAC issues
- Configures, tests, and maintains LAN/WAN equipments and related services.
- Implement service requests & Resolve incident tickets

- Create and maintain comprehensive documentation for network.
- Respond promptly to incident, root cause analysis & provide temporary and/or permanent resolution of incidents escalated. Provide timely status updates to relevant parties.
- Implement service continuity measures, i.e., backup/restore procedures & disaster recovery plan, to ensure continuous operation of the business.
- Create and maintain comprehensive documentation for all implemented network

Organization: Land Transport Authority

Designation: Network Engineer

Duration: October 2017 to August 2020

- To support a project lifecycle from network implementation to maintenance as well as data calibration and testing to ensure that network infrastructures are designed and tested to support the required business needs. Such activities include:
 - Site surveys as well as site co-ordination with vendors and public transport operators for planning and implementation works;
 - Site supervision works;
 - Review and process change request documents;
 - Carrying out acceptance tests such as performance and network acceptance tests.
 - Joint troubleshooting with vendors and business users to ensure that issues are addressed promptly in accordance with project requirements.
- Ensures that delivery of the project is compliant with relevant policies and guidelines and to identify and close any compliance gaps.
- Coordinates and collaborates with other technical managers and staff and users regarding planned and unplanned activities, changes, and updates to network and IT infrastructure and associated configuration documentation.
- Directs and coordinates troubleshooting and root cause analysis and makes recommendations regarding improvements to existing SOPs and development of new SOPs
- To support inventory management to ensure implemented assets are adequately tracked and conform to procured items.
- Serve as point of contact responsible for coordinating O&M requirements associated with addressing security incidents such as data spills or other security incidents, including reporting, clean-up, coordination, analysis, and documentation to respond to, resolve, and mitigate an incident
- Maintains and reports O&M activity for On-premise & cloud Infrastructure.

Organization: Singapore Telecommunications

Designation: Associate Engineer (Network Operations Centre)

Duration: August 2015 to October 2017

- Responsible for monitoring network systems and network devices.
- Provide timely response to all tickets, incidents, outages and performance alerts. Categorize issues for escalation to appropriate technical teams
- Recognize, identify and prioritize incidents in accordance with customer business requirements, organizational policies and operational impact
- Document all actions in accordance with standard company policies and procedures.
- Responsible for handling first level troubleshooting issues.
- Troubleshoot and support LAN and Transmission equipment (Alcatel SDH, Metro Ethernet & Huawei Carrier Ethernet, WDM).
- Handle tasks for providing support in network acquisition and analyzing network traffic requirements.
- Handle network administration tasks as well as analysis of data communication networks.
- Responsible for Providing 24*7 networking support in Operational environment

Organization: Singapore Telecommunications

Designation: Engineering Officer (Field Delivery Operations)

Duration: August 2010 to August 2015

- Guide and support field staff in installation and maintenance of customer services such as MioTV, VOIP and Broadband.
- Liaise with different departments to resolve works order and technical issues.
- Responsible for backend escalation support for the installation and restoration.
- Provide support to other stakeholders and contractors by providing them with necessary information as requested
- Respond to queries, feedbacks and issues received via telephone calls and emails
- Monitor the job status and liaise with other stakeholders and contractors to ensure jobs are attended and completed within the appointment time frame and date
- Perform other duties as and when assigned by supervisor

Organization: National Computer Systems(NCS)

Designation: IT Support Specialist

Duration: June 2010 to August 2010

- Conduct daily functional check of the deployed IT Equipment.
- Ensure that the approved installed software are functioning.
- Report and escalate any problems detected to the VITM during the daily functional check.
- Assist the clients in the wireless network connectivity of their notebooks to the Internet.

- Responsible for timely resolution of reported problems related to the IT Equipment during the Operation.

Reference: Available upon request