

Ankit Malik

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| SUMMARY |

* 15 years of experience in Network Engineering with expertise in Cisco Routing and Switching, Security, SD-WAN, Wireless, Data Centers troubleshooting of complex network systems. Experience in designing, installing, configuring and maintenance of ISP/Enterprise Networks using Cisco/Juniper routers, Switches Stacking, configuring various networking devices. Extensive Experience in WAN Technologies, Switching Technologies along with Failover Mechanisms & Inter VLAN Routing types. Excellent analytical, organizational, problem-solving & resolution skills.
* Proficiency in LAN/WAN setup, installation, configuration, and commissioning of network devices.
* Experience with Cisco IOS and JUNOS Routing and Switching. Configuration & troubleshooting of routing protocols:
* Experience with F5 load balancers upgrades – LTM like i11800, 6800.
* Experience with Cisco firewall, next gen firewall and FMC
* Virtuous understanding of networking concepts such as routing protocols, VLANs, IP address management, VTP & Ether Channel.
* Worked on proposed changes and handling service requests assigned through ticketing systems Global ServiceNow.

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| Core Competencies |

* LAN Configuration: VLANs, Trunks, Ether-Channels, STP, SPAN and inter VLAN routing.
* LAN Security: DHCP snooping, Private VLAN, Port-security.
* Routing Protocol: RIP, OSPF, EIGRP, BGP and Static Routing
* MPLS: L3 VPNs
* In-depth Knowledge of services: DHCP, HSRP, ARP, NAT, ACL (Traffic Filtering), Stacking, PBR, GRE Tunneling, IP SLA/Object tracking
* Data Center Technologies: VDC, FEX, VPC
* Security: VPN, DMVPN, IPSEC over DMVPN/GRE
* Load Balancer: F5 LTM Module
* Tools: Service Now, Jira, SolarWinds, Splunk, NetBrain, Thousand Eyes

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| Devices Worked on |

* Cisco router: ASR1000, 7600, 7200, ISR4431, 3945, 3925, 3825, 3845, 3745, 2851, 2821
* Cisco DC switches: Nexus 7009, Nexus 5596, Nexus 5548, Nexus 5520, Fabric Extenders 2232 & 2248, B22
* Cisco switches: 6509, 4500, 9500, 9300, 3500, 3600, 3750, 3850, 2960, 2950
* SD-WAN: Cisco Meraki MX250 MX105 MX68 and MX67
* Wireless: WLC, 5520, 5508, 2504. AP 1830,1810, Meraki MR44, MR33
* Juniper: MX series routers and EX series switches
* F5:
  + BIG-IP i4600
  + BIG-IP i2600
  + BIG-IP Virtual Edition
* Firewall:
  + Cisco FTD 2140 2120, ASA5585 ASA5550 ASA5525
  + Juniper NetScreen 2000 SRX650 SRX1500 SRX4100
  + FortiGate 600C 500D 3142

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| Experience |

Corpay, Toronto-Canada [Nov 2018 – Present]

Senior Network Engineer

* Currently working on building 2 new Datacenter (DC at Toronto and DR at Montreal) also providing level3 support to the server/application team to move services to the new DC
* Doing the change management, creating/representing/getting the change approved and also implementing the same in the network to help migrating the services from existing DC to new DC
* Completed the project to implement Cisco SD-WAN solution at all the remote sites for Corpay
* Elevating the existing network infrastructure and provide necessary recommendation to improve the services.
* Supporting incident management team on a day-to-day operation while acting as L3 escalation point for them.
* Certificate renewals for F5 devices.
* Participate and represent the team in Change and Incident management meetings.
* Installation and configuration of Cisco routers and switches.
* Responsible for updating all the network devices as per the vendor recommendations.

Scotiabank, Toronto-Canada [ March 2018 – Oct 2018]

Senior Network Analyst

* Manage, configure, and maintain various network devices and services (e.g., routers, switches, controllers, access points, firewalls etc.) for stability and reliability.
* Work within established configuration and change management policies to ensure awareness, approval, and success of changes made to the network infrastructure.
* Prepare, maintain, and keep up-to-date network documentation and diagrams for all corporate systems for consistent and clear communications.
* Working on customer service requests for new changes and implementation plans.
* Deliver timely changes, migrations, and implementations on a customer network and to create and maintain an outstanding customer experience.
* Change Order Creation, Scheduling and Closure in Service Now tool.
* DNS Cname record updates through Infoblox.
* Certificate renewals for F5 VIPs
* Updating network equipment to the latest firmware releases.

NTT Data, Gurgaon-India [ Sep 2016 – March 2018]

Networking Specialist Advisor (Implementation & Design)

* Analyzed and provided solutions to network engineering and design projects.
* Reviewed validate and verify/approve all the critical change done by the team.
* Managed critical projects, customer engagements or business processes.
* Represented the network engineering team in CAB meeting and responsible for getting all the changes approved.
* Design HLD, LLD and Deploy Network with a detailed Implementation and making the Logical and Physical Diagram with the help of Visio.
* Design, Test and Document Network Changes before Implementation and after implementations
* Designing and implementing new network solutions and/or improving the efficiency of current networks

British Telecom, Gurgaon-India [ Sep 2012 – Aug 2016]

Team Lead (Level-3)

* Attend review meetings with Customers and account team managers to solve/raise issues.
* Handle all critical incidents Priority 1 and Priority 2 for different high net worth BT customers (PepsiCo/Unilever/Nestle)
* Assist problem management team with technical expertise.
* Engage with customer for new design change request, validate and get it implemented.
* Acted as a point of escalation for BT NOC-Gurgaon
* Managed the escalation and resolution of customer satisfaction complaints.
* Involved in recruitment and induction process of new hires.
* Supported daily Incident Management issues for BT customers’ accounts (PepsiCo/Unilever/Nestle)
* Provided level3 support for all network and system components.
* Responsible for all the change and configuration management at the client’s sites
* Validated and carried out the entire complex service request (CSR) from the customer.
* Supported incident management team and service desk (SD)
* Created troubleshooting documents on various complex network issues which other team members refer to resolve the faults quickly and efficiently (Known error database)

Tikona Infinet Ltd, Noida-India [ April 2011 – June 2012]

Senior Executive – NOC

* Worked on ticket based on incident management.
* Supported Internet and MPLS cloud network of Tikona Infinet Ltd
* Router configuration, routing for new customer using dynamic routing protocol depending upon the customers’ requirements. Advertising Public blocks using BGP to different ISP.
* Responsible for any change in the core network of the Tikona Infinet Ltd.
* Troubleshot on live networks for issues. Prepared the Standard Design Documents and Network diagrams adhering to best practices followed in documentation.

Tech3i, Jaipur-India [ Oct 2008 – March 2011]

Network Engineer

* Part of the team responsible for running daily network operation, also worked on incidents management.
* Provided support, configured, and troubleshot IGP protocols and manage the LAN switches.
* Performed planned changes under scheduled maintenance window as and when required.
* Configuration WAN links in network utility tools for monitoring purpose
* Worked as a level1 engineer in the customer service desk team.
* Monitored network devices and backbone links using network tools.
* Managed leased circuit for customer across the state.
* Opened incident and follow up with the WAN provider in case of any outage.
* Prepared/Updated network documents and topology diagram with Microsoft Visio

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| Education |

* Maharishi Dayanand University, Rohtak (Haryana), India
* Bachelor of Technology in Computer Science and Engineering, 2004-2008
* GPA: 3.0/5.0