

Vishalkumar Patel

Network Technician - JAMSAN Hotel Management

Billerica, MA - Email me on Indeed: indeed.com/r/Vishalkumar-Patel/892e4e57643a8997

- ❖ Network Engineer having around 5 years of overall experience and expertise in implementing and troubleshooting network security infrastructure. Evaluating system vulnerability to recommend security improvements as well as efficiency while aligning business processes with network security infrastructure
- ❖ Implementation of all the technologies like VPN (Site- to-site IPsec, Global Protect VPN, AnyConnect VPN etc.), Address translations, DNS Sinkhole, High Availability solutions with load sharing, Packet inspection, Authentication and authorization, analyzing live traffic and tuning the policies to mitigate network intrusion and attacks

TECHNICAL / PROFESSIONAL SKILLS SUMMARY

- ❖ Networking: Maintenance, Protocols, One Time Password, PKI based security, Digital Signature, Secure Socket Layer
 - ❖ Protocol: TCP/IP, FTP, TFTP, DNS, DHCP, SNMP, ARP, RARP, Proxy ARP, ICMP, SMTP, POP3 and IPv4, IPv6
 - ❖ Security: Private VLANs, NAT, ACLs
 - ❖ Programming Languages: C, C++, JAVA, .NET, PHP
 - ❖ Web Technologies: HTML, PHP, JavaScript, CSS
 - ❖ Tools: Wireshark, Cisco Packet tracer 5.0, Checkpoint TCP Dump, GNS3, Cisco SDM, Nagios, Active Directory, Putty, Microsoft Outlook, Net Beans, Eclipse, MA Visual studio, Photoshop
 - ❖ Environment Technologies: Cisco Switches, Cisco Routers, Windows Server [...] Cloud Computing, Microsoft Office [...] Linux, Unix, Microsoft Visio, MD5, OTP
- Willing to relocate: Anywhere
Authorized to work in the US for any employer

WORK EXPERIENCE

Network Technician

JAMSAN Hotel Management - Chelmsford, MA - June 2017 to Present

Responsibilities:

- ❖ Build, test, deploy end use hardware devices including Desktops, Laptops, Servers, printers, Routers, Switches and firewalls
- ❖ Hotel guest management software's, pc software's
- ❖ Application software deployment and upgrade, virus protection
- ❖ Email and network Security
- ❖ Provided Customer and End-User Support.
- ❖ Staffed newly formed Help Desk function to provide assistance to computer users via telephone and e-mail.
- ❖ Maintained trouble-ticket system to record and track user calls and e-mails.
- ❖ Reported on common problems and complaints, escalating network-wide troubles to Lead Technician.
- ❖ Working on customer support and calls

Network Engineer

Tulip Telecom Ltd - March 2014 to January 2017

Responsibilities:

- ❖ Worked with team to communicate compliance requirements and help them document how they are meeting the required security controls
- ❖ Prepared and implemented configuration for several network devices
- ❖ Solved customer issue and provide approach guidance to the teams
- ❖ Daily job included handling of emergency case, customer service request and providing technical support for ongoing projects
- ❖ Experience in trouble shooting issues regarding cloud deployments.
- ❖ Knowledge of AWS and cloud computing concepts.
- ❖ Experience in designing AWS custom VPC's for Cloud Infrastructure and joined different VPC's through VPC peering and created custom subnets for public and private instances to protect databases and application servers from internet.
- ❖ Participate in a team of developers to implement cloud systems and overall service
- ❖ Use Open Stack to set up a cloud-computing cluster
- ❖ Procurement, setup, and deployment of high-performance servers for building a cloud-computing environment and then administering that cloud
- ❖ Implement and maintain best practices for Private and Hybrid IaaS cloud solutions (Red Hat Open Stack, AWS, Azure)
- ❖ Transition support of the cloud service and corresponding toolsets to operations support team
- ❖ Develop new cloud services to produce resilient, maintainable, and scalable technology using the ITIL framework
- ❖ Implemented Exchange 2003 services, performed administration of user accounts, configured Active Directory and designed hierarchical structure using organizational units.
- ❖ Prepared procedures for Maintenance activities
- ❖ Focused on the best practices design and implementation of a complex flat security infrastructure
- ❖ Took Ownership of Problems/Issues/Defects until Resolution
- ❖ Executed test procedure and generate reports
- ❖ Monitor and log security concerns and incidents, and generate reports and track performance
- ❖ Gained knowledge of TCP, UDP, routers, switches, proxies, sip and firewalls
- ❖ Worked on Linux Ubuntu, Windows 2008 Operating systems
- ❖ Configured a Helpdesk system to keep track of hardware inventory and increase the efficiency of network support
- ❖ Symantec Package deployment, Policy creation, modification & exception and maintaining Groups from SEPM to protect end users.
- ❖ Planning and implementation of structural cabling
- ❖ Splicing and slicing of fiber cable
- ❖ Interacted with customer technical staff, R&D and 3rd party Vendors
- ❖ Managing endpoint security using McAfee EPO management console
- ❖ Record data of network hardware in each building with a computer room.
- ❖ Resolve network equipment issues between routers, switches, firewalls and server appliances
- ❖ Performed daily backups of all servers using Net Backup Admin while enforcing the company's required standards and procedures
- ❖ Maintained firewall, virtual private network, web, and email security programs, protocols, and security
- ❖ Maintained physical and code environment to protect servers, switches, and entire information technology (IT) system while balancing overall load.
- ❖ Managing support documentation, scope of works, bill of quantities, as built drawings etc.
- ❖ Sharing monthly, Weekly, Bi-weekly reports with Customer
- ❖ Monthly presentation to the Client

Micro teach Solution, India

Network Engineer

- June 2012 to March 2014

Responsibilities:

- ❖ Analyzed business requirements and transformed them to technical design specifications
- ❖ Installed and configured Cisco switches to merge voice and Data network infrastructure
- ❖ Install and configured software/hardware products on UNIX, and Windows platforms at customers sites.
- ❖ Installed, configured and administrated windows 2003
- ❖ Performed Active Directory administration and configuration
- ❖ Developed disaster recovery plans and managed daily backup and recovery
- ❖ Worked as a team member with other technical staff to ensure connectivity and compatibility between systems
- ❖ Carried out network performance monitoring and planning and troubleshooting and end-user support
- ❖ Documented network problems and resolutions for future reference

EDUCATION

MS in Information & Technology in Technology

Gujarat Technological University

December 2015

BS in Computer Engineering in Computer Engineering

Gujarat Technological University

May 2012

SKILLS

Network Security (5 years), Troubleshooting (5 years), Customer Support (5 years), CSS (5 years), VPN,TCP/IP,NETWORKING (5 years), JAVA (3 years), SSO (3 years), WINDOWS SERVER 2003,2008,2012 (5 years)

LINKS

<http://linkedin.com/in/vishal-patel-8aa01959>

PUBLICATIONS

= Enhancing The Security Of Single Sign-On (SSO) Mechanism In Distributed Computer Network Using One Time Password (OTP)

<http://www.ijcaonline.org/archives/volume89/number4/15489-4227>

March 2014

A Single Sign-on is a new authentication mechanism for user to use multiple services provided by service provider in distributed computer network. It is a one type of application in that allows users to log in once and access to multiple independent applications without being asked to log in again at every application. It enables a legal user with a single credential to be authenticated by multiple service providers in distributed computer networks. This scheme has security flaws. Service provider is fail to credential privacy and authentication. There is two types of impersonation attacks. First attack is credential recovery attack and impersonation. In this attack the attacker act as harm full service provider, who has successfully communicated with a legal user twice to get the identity of a legal user. In another attack the attacker use the services impersonating any legal user or a nonexistent user without credentials. In this we analyze those security flaws & propose solution for those flaws. We have to recover these two types of attacks.

ADDITIONAL INFORMATION

Dear Hiring Manager

I have a considerable Engineering background with over 5 years of experience.

QUICK SUMMARY

- MS in IT Engineering
- BS in Computer Engineering
- 5 years of experience in Network engineering field

I have the following to offer:

- Good verbal, written and communication skills
- Excellent analytical, creative problem solving and conflict resolution skills
- Ability to work in an ongoing changing environment
- Committed team player who is co-operative with effective leadership skills
- Effective communicator – a good listener, able to understand and explain information
- Highly accountable: document and track all information in order to ensure adherence to procedures
- Able to easily develop rapport with clients and business partners

Visa Status: Green Card

Joining Time: ASAP

Salary Requirement: As per your scale

Thank you for your time and consideration. I hope to have the opportunity to discuss the opening with you.

Sincerely,

Vishalkumar Patel

72 Glad Valley Dr,

Billerica, MA 01821

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