

JERLIN G GEORGE



CONTACT



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Alappuzha, Kerala. 690510

EDUCATION

- **Dataflow Certified Network Engineer (DCNE)**
- **BCA (2020)**
College of Applied Science (IHRD),
Mavelikkara, Kerala
- **Higher Secondary (2017)**
Bishop Hodeges Higher Secondary
School

PERSONAL DETAILS

Date of Birth : 17/05/2000
Nationality : Indian

CERTIFICATIONS

**CERTIFIED IT INFRASTRUCTURE AND
CYBER SOC ANALYST**
Red Team Hacker Academy(Cochin)
SOFTWARE TESTING
Luminar technolab(Cochin)

TRAININGS

- **JAVA PROGRAMMING**
IIT MUMBAI (Online)
Oct 2018 - Feb 2019
- **C++ PROGRAMMING**
IIT MUMBAI (Online)
June 2018 - Oct 2018
- **C PROGRAMMING**
IIT MUMBAI (Online)
Sep 2017 - Jan 2018

PROFESSIONAL SUMMARY

Motivated and technically adept Level 2 Network Engineer with a solid foundation in networking principles and a passion for ensuring optimal network performance and security. Proficient in configuring, maintaining, and troubleshooting network infrastructure, including switches, routers, and firewalls. Demonstrated ability to diagnose and resolve network issues efficiently, with a focus on maintaining high availability and performance. Strong understanding of TCP/IP, VLANs, VPNs, and network security protocols. Excellent communication skills, with the ability to collaborate effectively with cross-functional teams and provide exceptional support to end-users. Eager to leverage academic knowledge and hands-on experience to contribute to a dynamic IT team.

WORK EXPERIENCE

■ L2 Network Support Engineer (JUN 2024 - PRESENT) Extranet Supports Pvt Ltd.

- Provided 24/7 network monitoring and support in a fast-paced NOC environment, ensuring high network availability.
- Utilized network monitoring tools (e.g., Observium, Up-time Kuma, Zabbix) to proactively identify and address potential network issues.
- Performed root cause analysis (RCA) for major incidents, documenting findings and implementing preventative measures.
- Managed incident tickets, prioritizing and escalating as needed, ensuring timely resolution and clear communication.
- Configured and maintained network devices (switches, routers, IP QAM modulator) following established best practices and security policies.

■ OPERATIONS EXECUTIVE(DEC/2021-JUNE/2022) LULUFOREX PVT.LTD,Y TOWER,LULU FOREX HEADQUARTERS

- Managed day-to-day operations in foreign exchange department, ensuring regulatory compliance.
- Oversaw foreign currency transactions, including buying, selling, and remittance services.
- Implemented efficient procedures, improving productivity and customer satisfaction.
- Conducted audits and compliance checks to mitigate operational risks.
- Resolved customer inquiries and transactional issues in collaboration with cross-functional teams.
- Coordinated with banks for fund transfers and currency conversions.

■ ASSOCIATE-CS-INTERNET(7/10/2022 TO 09/11/2022) SUTHERLAND

- Delivered real-time online chat support to Amazon customers across North America, ensuring a high standard of service.
- Resolved order-related queries, refunds, cancellations, and escalations with accuracy and professionalism.
- Utilized CRM tools and internal systems to track and manage customer interactions efficiently.
- Maintained an average response time and customer satisfaction rating above company benchmarks.
- Demonstrated strong written communication and multitasking skills in a fast-paced virtual environment.

KEY SKILLS

- Programming Skills : C, C++, Java, SQL, Android, HTML, Visual Basic.
- Operating System : Microsoft Windows 10, Linux, ubuntu
- Testing skills : Software development life cycle(SDLC), Software test life cycle(STLC), Regression Testing, Functional and non functional testing, Performance Testing, Basic knowledge of automation tools like selenium and Jmeter

LANGUAGES

- English
- Malayalam

■ L2 ENGINEER INTERNSHIP AT DATAFLOW, RAMAPURAM – 2 MONTHS

- Expertise in Switch configuration
- VLAN, MSTP, STP, OLT Configuration
- Q in Q, RSTP, Eth- trunk configuration
- Cisco, Huawei, Edgcore switch configuration

PROJECTS

OPENCART (MANNUAL TESTING)

- Expert in manual testing for e-commerce platforms like OpenCart, with thorough coverage of key modules.
- Proficient in generating detailed reports and bug documentation, ensuring effective collaboration and timely resolution.
- Deep understanding of e-commerce dynamics, driving continuous improvement and adaptability in testing practices.

SMART CARD USING QR CODE

Nov 2019 – Mar 2020

ANDROID PROJECT

- Developed Android app for educational institutes, enabling streamlined management with Smart Cards.
 - Integrated QR code and fingerprint scanner for efficient attendance, payments, and library tasks, promoting security and efficiency.
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