

CERTIFICATIONS & TRAINING

Cisco Certified Network Professional (CCNP)
Microsoft Certified Systems Engineer (MCSE NT 4.0)
Microsoft Certified Professional + Internet (MCP + I)

Cisco Certified Network Associate (CCNA)
Certified NetWare Administrator (CNA 4.11)
Cisco MPLS Training Course (Global Knowledge)

TECHNICAL EXPERIENCE

WAN Technologies: Frame-Relay, ATM, MPLS, Ethernet
Operating Systems: RedHat, Ubuntu, Windows
Routing Protocols: RIP, BGP, EIGRP, OSPF, ISIS
Authentication: TACACS+, AAA, RADIUS
Scripting: Perl, Shell, ASP, CGI, Expect
Firewall / Security: Juniper SRX, Cisco ASA, PIX,
Checkpoint, Fortinet

LAN: Cisco, Juniper, Brocade, Arista, H3C, Meraki
Data Center/Core: Cisco, Juniper, Brocade, H3C
Load Balancers: F5, Cisco CSM, ArrowPoint, Radware
QoS: CB-WFQ, LLQ, DSCP, Packeteer
WAN Optimization: Riverbed, Infineta, SilverPeak
Network Monitoring: Zenoss, What's Up, E-health,
CiscoWorks, Big Brother, Cricket, Nagios, Cacti,
Cascade, Nexpose, InMon

WORK EXPERIENCE

Cisco Systems (Meraki Cloud Networking Group)

San Francisco, CA

Strategic Global Sales Engineer - Service Provider

Nov 2013 – August 2015

- **Closed 245% of Quota** (\$11M Goal, \$27M Achieved)
- Primary SE launching Market/Product offers with over 20 Global MSP's
- Created CMNO Certification - Certified Meraki Network Operator
- **Trained over 200 Partner SE's/NOC Engineers** on Meraki Full Network Stack and Management (50+ Classes held / 8 hours per class)
- Internal Cisco SE Team Development: Created Comprehensive Meraki Solutions and Training Guides

Inside Sales Engineer

Jan 2013 – Nov 2013

- Supported 80+ Sales Reps for accounts under 1000 employees or 4000 students
- SME for all Meraki Products (Wireless, Switching, UTM/Firewall, MDM)
- Understand customer requirements, deliver solutions and find opportunities to upsell
- Assisted in end customer business development and strategy
- Over 100% quota achievement per quarter, minimum \$22 million

Hotwire, Inc. (Expedia Inc.)

San Francisco, CA

Sr. Network Engineer

Jan 2012 – Dec 2013

- Maintain 3 Data Centers with a primarily Cisco network infrastructure
- Programmed and maintained automated router maintenance scripts using expect/Tcl
- Brought all production and dev environments up to 2102 PCI Compliance standards
- Implemented and maintained Central Network monitoring Server leveraging open-source
- Implemented MPLS for Site-to-Site WAN connectivity zero packet loss failover
- Participated in Network Team On-Call rotation
- Learned, Maintained and documented IVR system as well as implemented new initiatives
- Decommissioned Call Center DS1's by utilizing lower cost links saving the company \$18K/year

Dreamworks Animation, SKG

Redwood City, CA

Sr. Systems Engineer – Storage Network Backup

Nov 2009 – Jan 2012

- Manage Network Infrastructure, 4 Data Centers, for entire studio consisting of 16 Core Routers, 4 Firewalls, 8 Loadbalancers, 3 Wireless Controllers, 100+ Switches, mix of Foundry, HP, H3C, Nortel, Cisco
- Deployed Cisco Wireless Solution, WCS with 150 AP's with HA
- Network infrastructure supports 2500 users, 3500 user devices, 1000 servers, 10000 render machines
- Familiar with Vendor Interoperability issues between Foundry, Cisco, Fujitsu, HP, Nortel, Netscreen, ASA,
- Currently planning building move for both data center and employees

- Basic RedHat Enterprise Linux (RHEL) administration
- Manage Netapp Data Storage and Caching for data delivery and rendering (8+ PB Storage)

Telekenex

San Francisco, CA

Sr. Network Engineer II / Manager of Implementation

Jan 2009 – Nov 2009

- Manage a team of 4 Engineers for Implementation of new customers into Telekenex
- Team works with both the customer and Project Manager to understand needs of customer, programs equipment and cuts the customer over to the Telekenex network
- Documented current network and troubleshooting steps for Engineers to follow
- Technical Escalation point for team
- Defined roles and responsibilities ie each team member acted as SME across unique product lines
- Test new technologies for circuit delivery to customers
- Participate in a 24x7 weekly on-call rotation
- Attained Managerial role in just over 2 months after joining Telekenex
- Successfully migrated 300+ existing Frame-Relay T1's to new T1's in 3 months

Sr. Network Engineer

April 2009 – Nov 2009

- Maintain nationwide MPLS network consisting of 9 POP's (Cisco 7600's) and 9 BDR's (Cisco 7200's)
- Support and troubleshoot private Point-to-Point Ethernet, OC-192, OC-3, DS-3, DS-1, DSL, VPN, etc.
- Work with customers for LAN troubleshooting, change requests, and network design alterations
- Give Sales Engineering presentations to potential, new and existing customers
- Implement SIP/Skinny and provide QoS (LLQ, DSCP) on T1's, and xDSL circuits for both Voice and Video
- Participate in 24x7 on-call rotation

Straitshot Communications

Bellevue, WA

Senior Network Engineer / Team Lead

Sept 2007 – Jan 2009

- **Attained Team Lead position within 8 months of joining company**
- Responsible for support, maintenance and consolidation of a nationwide MPLS network consisting of 5 POP's; Juniper M10i and Fortinet 500A Firewall per POP
- Design, implement, support and monitor customer networks over private T1, xDSL, and VPN (DSL & EVDO) circuits
- Designed Implemented and Maintained integrated DSL, Public WiFi, Private POS Networks for small Franchise Deli
- Support existing customer networks consisting of over 100 customers and 600 circuits
- Implement SIP and provide QoS (LLQ, DSCP) on xDSL and T1 circuits for both Voice and Video
- Tier 3 Escalation to incoming support calls, monitored alerts, email requests, and tier 2 call overflow
- Sales engineering and integration presentations for over 40 potential and existing customers
- Work with customers for LAN troubleshooting, change requests, and network design alterations
- Mentor Level I and Level II technicians and hold weekly "Lunch-and-Learns" covering CCNA topics
- Weekly review with Manager of escalated customer issues and outstanding service issues
- Participate in 24x7 on-call rotation
- Created web-based scripting utility for programming of routers for both implementation and replacement
- Designed and implemented major customers: The Ram restaurants, US Bearings

Cingular Wireless (AT&T Fortune 50)

Seattle, WA

Senior IT Analyst (Network Operations Center)

Nov 2006 – Sept 2007

- Monitor and Break/Fix for entire Cingular Wireless IT LAN/WAN Network
- Ability to diagnose and resolve complex technical issues for users, call centers, retail locations, and 3rd party vendors
- Troubleshoot T1 (DS1)/T3 (DS3)/ OC-3/ OC-12/ OC-48/ OC-192 /SONET/ATM
- Troubleshoot HSRP, spanning-tree, VTP, OSPF, BGP, VPN (Nortel, Cisco & Juniper), Firewalls (Checkpoint, Netscreen), Access Control Lists
- **2000+ Retail locations nationwide** (Cisco 3700, 2800, 2600, 1700 and Nortel ARN)

Borders Group, Inc. (Fortune 500)

Ann Arbor, MI

Network Engineer

Jan 2005 – Nov 2006

- **Sole Network Engineer of a Fortune 500 Company (Sept. – Oct.)**
- Successful conversion of all locations - Frame-Relay to MPLS (PIP) (700 Stores) - VSAT to Managed DSL (500 Stores) [**1200 Locations Worldwide**]
- Led implementation of store network segmentation
- Created and maintained process and utility for automated web-based Router configuration generation

- Segmentation of LAN Network; Separated users (1500 users) from server VLAN
- Implemented Quarterly Network LAN and WAN testing
- Responsible for maintaining LAN (4 Core Routers, 4 Core Switches, 80 Access Layer Switches) and Global WAN (1200 Routers, 1100 Switches)
- Programming ability with Perl and Shell Scripting to automate Network Reports
- Maintain Packeteer Packet Shaper, Concord E-Health and CiscoWorks
- Investigated new products such as E-Health, IXIA, Cisco (CSM, Mars, Clean Access), Nortel
- College Recruiting – Michigan State University and University of Michigan

Enterprise Architect [6 months]

June 2004 – Jan 2005

- Automated monthly trend reporting for upper Management (Statistics for ~300 Servers)
- Integration of trending and capacity reporting for all Production/Non-Production equipment
- Researched, Planned and Created a strategic International Expansion Plan – College Grad Program
- College Graduate Rotational Program
- Cost analysis for Resources and Applications; Data gathered from trending application
- One month rotation with Level 2 Help Desk working with stores on all issues

EDUCATION

B.S., Electrical Engineering

May 2004

Emphasis in Cost Accounting and Economics

Michigan State University

E. Lansing, MI

INTERESTS and AFFILIATIONS

- Personal Fitness
- Language Proficiency - Hindi and Gujarati
- Play Classical Instruments – Harmonium and Tabla (Eastern Indian Drums)