**Curriculum Vitae**

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**Mangesh Sudarshan Tayde**

**Technical Support Engineer, Production Support (CA API Gateway), Network Support Engineer, CCNA, ACTE,ACPP, NSE-1,NSE-2 certified.**

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**Passport No: U3632479**

**CAREER OBJECTIVE**

To succeed in an environment of growth and excellence & earn a job which provides me a job satisfaction & self-development and help me to achieve personal and organizational goals.

**EXPERIENCE SUMMERY**

* Over 5.8 years of experience in IT infrastructure as an Technical support, Application Production Support & Network Support.
* Working experience on Layer 7 (CA) API Gateway
* Working experience and having good knowledge on Monitoring tools like CA APM, SolarWinds, TeMIP.
* Working experience in installation and integration of product devices.
* Working experience in Linux administration.

**RELEVENT EXPERIENCE**

1. **Allot Communications India Pvt Ltd. (24th Feb 2020 to 31st Oct 2020)**

* Working as TAC support engineer for APAC , EMEA region customer on DPI product (Service Gateways) , NMS tools like Netxplorer, SMP, DDOS secure provide expertise to customer for deployment of Allot product.
* Installing the Operating System Linux.
* **TEMIP** application monitoring.
* Working on Incidents, Service Requests and Change Requests / Planned Events related to HP OSS Tools application's NNMi, TeMIP, UCA.
* Application administration of HP TeMIP,NNMi.
* Troubleshooting configuration and user issues related to these applications.
* Responsible of monitoring and up kipping of all the related servers.
* Support for **TeMIP modules (AM, FM, PM).**
* Support for **NNMi to TeMIP integrations**.
* Involved in alarm testing from device to NNMi/TeMIP.
* I had installed ACP-Allot common platform and AOS - Allot common platform (**Centos** based) Service gateway SG9500 installation on HP server through iLO 4 remotely.
* Diagnosing and monitoring performance issues using ps, top, sar, vmstat, iostat, mi-tool.
* Installation and Integration of on **linux based Centos 6.7 version** Netxplorer NX, Datamediater DM, Service Gateway and Subscriber management platform SMP in Lab and Virtual machine as well.

1. **Reliance Jio Infocomm Ltd. (22nd April 2019 to 21st Feb 2020 )**

**Dimension Data Pvt. Ltd. (19th April 2015 till 19th April 2019) Client – Reliance JIO**

**Roles and Responsibilities**

1. **Application Support :**

* Monitoring data network status and troubleshoot issues related to the Application & Network Monitoring alarms through **TeMIP application.**
* Working experience in Layer7 API Gateway application Support in UAT/Replica& production.
* Servers Installation/ configuration, maintenance & troubleshooting
* Worked on User management and configuration.
* Understanding Linux file system. Symlinks & Hardlinks, File Permission, FSTAB.
* Launching Amazon EC2 Cloud instances using Amazon web services (**AWS**) and configuring launched instances with respect to specific applications.
* Strictly following the ticketing system. Resolving the tickets within SLA time.
* Providing Support and monitoring all production servers, applications, services and respond to alerts according to SOP.
* Remotely accessing the server via SSH terminal and troubleshooting issues.
* Complete server management such as load monitoring, installing, running and updating necessary applications.

1. **Alcatel Lucent Managed Services(2nd Jan 2014 to 30th March 2015)**Worked as a **Fault Management Engineer in** NNOC (National Network Operating Centre)for RELIANCE COMMUNICATIONS LIMITED.

**Roles and Responsibilities:**

* Working on Clarity (Operational Support System) for generating Fault Tickets, Trouble Tickets, Closing Service Orders and execution of planned events through Clarity.
* Escalating Long Pending Faults to CTO/Field engineer’s Lead/Service assurance Lead through Out Calls and Email and getting issue resolve on priority.
* Providing Root Cause Analysis (RCA) and Reason for outage (RFO) of service affecting faults to customers.
* Provided support for troubleshooting various customer service related faults like packet loss, latency, link down issues.

**Educational Qualification:**

* Bachelor of Engineering (Computer Science & Engineering) from Shivaji University, June **2012 with 67%**.
* Higher Secondary Certificate Examination Amravati University in **2008 With 76 %.**
* School Certificate Examination from Amravati University in **2006 with 79 %.**

**Personal Details:**

Name : Mangesh Sudarshan Tayde

Date of Birth : 17 July 1990

Languages Known : English, Hindi and Marathi

Marital Status : Single

Gender : Male

Nationality : Indian

**Declaration:**

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

**Date :**

**Place : Navi Mumbai**