**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.**

Mobile: +91-8983670831, 7021424053

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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.
* Working experience in installation and integration of product devices.
* Working experience in VMware technologies.

**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.
* Performing Snapshots, Cloning. Creating Clusters for High Availability (HA).
* Creating duplicate Virtual Machine’s using cloning technology (hot & cold)
* Root Cause & System Log Analysis and reporting.
* Organize tasks, events and Configuring alarms.
* Creating Templates from VM’s, deploy VM’s from templates and allocate resources Creating and Managing Virtual Machines and Templates.
* Prepare MOP/procedural document of complete activity to be performed by customer and involve in activities with different customers.
* Handling three client project accounts DOT (Bangladesh) , JIO and Dhiraagu (Maldives) as primary and secondary contact person and do basic troubleshoot for issues and follow the process with SLA as per case severity & priority .
* Tools & OS used : Sales force (Case management), NMS system , WINSCP, Centos.
* 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.
* Installation and Integration of 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 & Network support:**

* Launching Amazon EC2 Cloud instances using Amazon web services (AWS) and configuring launched instances with respect to specific applications.
* Handling PAN India network using different tools like **HPSM, HPNA, Cisco RJIL, XShell, Putty, HP-TeMIP, HP-NNMI etc.**
* Working experience in Layer7 API Gateway application Support in UAT/Replica& production.
* Deployments of new API’s in production through UDeploy tool.
* Worked on User management and configuration.
* Symlinks & Hardlinks, File Permission, FSTAB.
* Handling, Attending and resolving the Linux system issues and Troubleshoot IP Network.

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 School 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**