|  |  |  |
| --- | --- | --- |
|  | 0405174493 | Receiver with solid fill |
| Manmeet Singh | [manmeet1515@gmail.com](mailto:manmeet1515@gmail.com) | Envelope with solid fill |
| https://[www.linkedin.com/in/manmeet-singh-5553b269/](http://www.linkedin.com/in/manmeet-singh-5553b269/) |  |
| Australian PR Holder | Travel with solid fill |

Career Summary

Enthusiastic and dedicated professional eager to **pivot** into the exciting and transformative fields of **cloud computing and DevOps**. With a combination of my industry experience and transferable skills, I am determined to channel my passion for technology and problem-solving into a rewarding **cloud-focused career**.

Projects

**Professional**

1. Successfully deployed and ported Cisco IP telephony infrastructure on multiple dealerships (both existing and new) nationally whilst working with Eagers Automotive.

Technology and platform used:

* Cisco Unified Communications Manager (CUCM)🡪 For phone (IP phones and Jabber) and numbers configuration.
* Cisco Unified Unity Connection (CUC)🡪 For caller input based Interactive Voice Response configuration.
* Cisco Unified Border Element (CUBE)🡪 Used for configuring call flows to and from external destinations and sources respectively.

1. As part of a bigger project team to replace existing Cisco network infrastructure with Aruba, I am tasked with configuring and deploying Aruba network switch and access points.

Technology and platform used:

* HPE Green Lake Aruba Central.
* Aruba 2930F Switch.
* Access Point AP-515.

1. Ongoing project to migrate existing phone number ranges from Telstra onto Netsip (Managed by Aussie Broadband). This requires configuration to enable CUBE router to accept/send calls from/to the new provider.

**Personal**

1. **Tech Portfolio Website – https://**[**www.singhincloud.net**](http://www.singhincloud.net/)

*Cloud-based Portfolio*

* + HTML, CSS, and Image hosted on EC2.
  + The platform is built on Amazon Linux OS.
  + Webpage served via Apache HTTP webserver which is installed on the Linux OS.
  + Route53 🡪 DNS for serving user requests to the website. Contains hosted zone and Records.
  + Application Load Balancer 🡪 Internet-facing LB to route traffic evenly between two EC2 instances.
  + ACM 🡪 To provision SSL certificate.
  + Design Narrative: Tech Portfolio on **medium.com.**

1. **AWS Resource Tracker Using Shell Scripting**

*Use automation to run daily jobs.*

* Created a script using **Bash Scripting** on Amazon Linux AMI.
* My objective is to list resources and resource health using **AWS CLI commands.**
* Automate the running of the script by setting up **Cron Job**.
* Design Narrative on **medium.com.**

1. **AWS Three-tier Architecture**

*Deployed and hosted a highly available design:*

* + Route 53 🡪 Contains Hosted zone and DNS records.
  + VPC, Load balancer, Auto Scaling Group and Amazon EC2 for hosting webpage and handling traffic.
  + RDS instance to serve database requirements.
  + Design Narrative on **medium.com**.

Work Experience

**Network Administrator** Eagers Automotive *November 2020 – Present*

* In this role, I am part of both projects and support team. My main work responsibilities are summarized below:
  + Planning, configuring, and deploying Cisco IP telephony infrastructure across the dealerships nationally. Servers I work on daily: CUC, CUCM, UCCX and CUBE router.
  + Configuring and deploying Cisco and Aruba network devices, mainly switches (2930F model) and access points (AP-515), to enable staff to work on both wired and wireless network seamlessly.
  + As part of BAU:
    - I support Ip telephony issues nationally, mainly in WA, Victoria, and NSW.
    - I troubleshoot basic network issues related to existing network infrastructure which includes Legacy Cisco deployments (LAN switching issues which includes and not limited to CDP, LLDP, VLAN configuration, Spanning-tree protocol) and new Aruba deployments, both wired and wireless issues.
    - Liaising with SDWAN service provider.
    - Managing policies, objects, and networks on Cisco Firewall.

**Network Engineer**

Datacom

*February 2020-August 2020*

In this role:

* I assisted in daily BAU tasks such as Incident management, keeping the customer informed of carrier outages, monitoring devices through monitoring tools (PRTG) and troubleshooting basic network issues.
* Worked majorly on support issues related to Cisco LAN switching viz. confirming the VLAN configuration on ports, configuring port-security, CDP, LLDP etc.
* I was responsible for Number porting on Oracle Acme packet SBC.

**Network Voice Engineer** Automotive Holdings Group *Sept 2019-Nov 2019*

In this short, 2-month contract role:

* I was responsible for BAU tasks on the Cisco Voice platform which included configuring new call flows, IVRs and routes on CUBE router.
* Platforms worked on: CUCM, CUC, UCCX.

**Incident Management Senior Specialist**

Orange Business Services, Delhi, India

*May 2014 - August 2019*

I worked on three different positions during my tenure with Orange:

* Oct 2016- Aug 2019: Incident Management Senior specialist

**Central Support Role** supporting about **100 customers**. Worked as Level 2 Unified Collaboration Engineer providing technical support to voice related issues. Mainly worked on these platforms: CUCM, CUC, UCCX, UCCE and calling endpoints.

* Oct 2015 – Sep 2016: Senior specialist (Level 1)

**Project: BHPB**

1. As a senior specialist, I was the first point of escalation.
2. Kept BHPB stakeholders updated on the progress of the ongoing issues through daily calls and meetings.

* May 2014 – Sep 2015: Specialist (Level 1)

**Project: BHPB**

1. Providing support for Cisco LAN/WAN and IP telephony issues.
2. Level 1 incident management ensuring operational excellence was met.

**Trainee Network engineer (Cisco TAC)**

Aricent Technologies

*August 2013 – April 2014*

* + As part of CUCM team, provided technical support to Cisco customers.
  + Utilizing the Cisco Lab by recreating the customer's set up in a controller environment to determine the cause of the issue being faced.

Education

**Bachelor of Electronics and Communication**

Amity University, UP, India

Certifications 

* CCNA
* Microsoft Certified: Azure Administrator Associate
* ITIL

Skills

* **AWS**
  + IAM.
  + Elastic Compute Cloud (EC2), Load balancer, Virtual private cloud (VPC), NAT Gateway, Internet GW, Route-tables, Security Groups.
  + Simple Storage Service(S3), Route 53, CloudFront.
  + CloudWatch.
  + Infrastructure as Code- CloudFormation.
  + Familiar with Basic Linux commands ( on Centos and Ubuntu )
    - Creating, finding, viewing, and editing files.
    - Running programs.
    - Installing and configuring software – usually called packages in Linux.
    - Familiarity with Vim Editor.
    - Managing processes – Kill, top commands.
  + Distributed version Control**:** Git and GitHub.
  + Working knowledge of CI/CD pipeline using Jenkins.
* **Cisco Voice platform**
  + Cisco Unified Communications Manager (CUCM).
  + Cisco Unity Connection (CUC).
  + Cisco Unified Contact Centre Express (UCCX).
  + CUBE router.
* **Networking**
  + Layer 3 Routing protocols: EIGRP, OSPF.
  + Layer 2 technology protocols – CDP, ARP, MAC addressing and VLANs.
  + Basic understanding of configuration and working of DHCP and DNS.