

Avichal Joshi

Cisco TAC Network Engineer

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PROFESSIONAL SUMMARY

Network Engineer with 2 years of international experience, currently a Cisco TAC Engineer. Skilled in designing, implementing, and optimizing network infrastructures, troubleshooting, and enhancing productivity. Committed to delivering innovative solutions aligned with business goals, with a strong work ethic and drive for growth.

KEY COMPETENCIES

- Skilled in Static and Dynamic Routing, including EIGRP and OSPF
- Issue resolution related to TACACS+ | RADIUS | EAP | 802.1x | Guest | IBNS 2
- Cisco routing and switching
- Network Monitoring Tools and Technical Support & Training
- Proficient in VLAN configuration, STP, VTP, DTP, and EtherChannel for network switching
- Experienced in IPsec, AAA, and Layer 2 Security protocols
- Competent in working with Cisco products, including Catalyst 3650, 9300, ISE, WLC, and ASA
- Proficient in configuring & troubleshooting AAA issues on Cisco devices including Routers, Switches, Nexus, ASA, FTD
- Currently pursuing CCNA certification

EXPERIENCE

CISCO TAC ENGINEER

Capgemini Engineering, October 2022–Present

- Managed AAA security lifecycle, including deployment, configuration, troubleshooting, & recreations at CX Lab
- Resolved technical issues with TACACS+, RADIUS, EAP, 802.1x, Guest Access, IBNS 2, MAB, TrustSec, Posture, BYOD, AD, and RSA 2FA on ACS 5.x and ISE 2.x–3.x
- Configured and troubleshoot AAA issues across Cisco Routers, Switches, Nexus, ASA, and FTD
- Handled high-severity cases under strict SLAs for healthcare, finance, and defence clients
- Deployed and managed Cisco ISE for NAC and policy enforcement
- Implemented AAA protocols like RADIUS and TACACS+ for enhanced network security and user management
- Applied network security best practices: segmentation, firewall management, and VPN configuration
- Integrated Cisco routers, switches, and WLCs with ISE for robust NAC
- Diagnosed complex network issues related to Cisco ISE, offering technical support and guidance.

EDUCATION

Bachelors of Engineering (Electronics & Communication)

Tula's Institute of Technology & Management Studies – Dehradun, Aug'20

ACCOMPLISHMENT

WOW Certification – 2 times WOW Award winner for stellar performance and exceptional contribution