Nirmal Raj A

Network Engineer
Address: #100, Behind Ayyappan Temple, Near KTM Sangam, Siddhartha Nagar, Jalahalli West, Bangalore 560015
Phone: +91 9986313181 | **Email:** nirmalraj15@gmail.com | **LinkedIn:** linkedin.com/in/nirmalraj15

Professional Summary

Dynamic Network Engineer with 10+ years of experience in managing and optimizing complex IT infrastructures. Expertise in network security, troubleshooting, system automation, and IT support for large-scale environments. Proficient in managing network devices, firewalls, cloud services, and M365 accounts. Skilled in automation using Power Automate, with proven success in driving operational efficiency and ensuring optimal network performance.

Core Competencies

- **Firewall Management:** Proficient in ARISTA (Untangle) and SOPHOS (via Sophos Central) firewall management and security policy enforcement.

- **Network Troubleshooting & Support:** Rapid resolution of network, hardware, and software issues to minimize downtime.

- **IT Process Automation:** Improved operational workflows by automating processes through Power Automate, saving approximately 5 hours per week.

- **Cloud Services & M365 Administration:** Comprehensive experience in Microsoft 365 user management and security configurations.

- **Asset & Inventory Management:** Tracking and managing the lifecycle of 600+ systems, laptops, and network devices.

- **ISP Collaboration:** Coordinated with ISP teams to resolve internetwork issues, reducing incident response times by 20%.

Professional Experience

OG Healthcare, Bengaluru — Network Engineer
October 2022 – Present

- Managing complex network infrastructure, including **ARISTA (Untangle) firewalls** and **SOPHOS endpoint firewalls** via **Sophos Central**, ensuring robust protection across the organization.
- Collaborated with **ISP teams** to resolve internetwork issues, reducing incident resolution times by 20%.
- Administering **M365 accounts** and **Windows Server 2019/2022**, overseeing 600+ systems and 70+ laptops.
- Leveraged **Power Automate** to streamline IT workflows, reducing manual workloads by 30%.
- Implemented disaster recovery protocols, ensuring 100% data recovery and uptime during critical operations.

Access Systems and Solutions LLP, Bengaluru — Network Engineer
January 2021 – September 2022

- Deployed and supported Cisco, HP, and D-Link equipment for LAN/WLAN infrastructure, ensuring high availability and performance.

- Conducted network troubleshooting and upgrades, maintaining consistent network performance across multiple sites.

D-VoiS Communications Pvt Ltd, Bengaluru — Network Engineer (Wireless)
August 2011 – September 2020

- Supported wireless networks, configuring and troubleshooting Cisco, HP, and Motorola devices to maintain a stable and secure connection.

- Utilized network monitoring tools like **PRTG**, **Cacti**, **Observium, librenms** and **The Dude** to maintain network stability and uptime.

Certifications

- **Aviatrix Certified Engineer** – Multi-Cloud Network Associate (2020)

- **JNCIA-SEC** – Juniper Networks (Valid through Dec 2023)

- **RSP 100** – CommScope Routing and Switching Protocols (2021)

- **Cyber Security Foundation** – CertiProf (2020-2022)

- **ITIL-4 Certified** – Hewlett Packard Enterprise (2020)

- **CCNA Cyber Ops** – Cisco (October 2018 – October 2021)

Education

Bachelor of Computer Applications (BCA)
Manipal University, Jaipur

Technical Skills

- **Firewalls:** ARISTA (Untangle), Sophos (managed via Sophos Central), FortiGate, Cyberoam

- **Networking Hardware:** Cisco (2960, 3750, 9300 series), Aruba, D-Link, Netgear

- **Wi-Fi Controllers:** Omada, Cisco 3504, Aruba 3400, Cambium

- **Automation Tools:** Microsoft Power Automate, PDQ Inventory, PDQ Deploy

- **Protocols & Technologies:** VLAN, OSPF, EIGRP, VPN, ACLs, 802.11 (a/b/g/n/ac)

- **Monitoring & Troubleshooting:** PRTG, The Dude, Wireshark, Advanced IP Scanner, Cacti, LibreNMS, PingPlotter

- **Cloud Services:** Microsoft 365, Azure AD integration

- **OS & Platforms:** Windows Server 2019, 2022, Windows 10/11, Linux, IOS