**PRIYA KURUMAJAL MOHAN**

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**Career summary:** Engineer with 8 years of experience in troubleshooting complex issues on a variety of Cisco products. Proven ability in handling customer escalations in critical network down scenarios. Primary areas of technical expertise include:

Cisco Catalyst Switches - Cat 9300, 6880, 6500,3750,4500,7600, VSS, 3850

Layer 2 protocols • Routing protocols OSPF, BGP , MPLS

**Education and Industry qualifications:**

Bachelor of Engineering in Electronics and Communications 2008

**Certifications:**

**CCIE R&S #63430**

**Professional experience:**

1. **Cisco TAC engineer – Lan Switching (April, 2010 - July, 2014)**

**Roles and responsibilities:**

* Responsible for troubleshooting highly critical issues of his customer’s IP Backbone, Metro Ethernet, Data Center and LAN networks.
* Independently solved complex product and network problems;
* Supported customers with Cisco Catalyst Switches (VSS, 6500, 4500, 3850, 3750, 3560 and 2960) and Nexus Switches.
* Provided system product training and intellectual property material;
* Utilized complex lab setups to duplicate and solve problems;
* Delivered architecture and technology trainings to customers;
* Provided detailed Root Cause Analysis for the most critical events; Submitted complete and current Distributed Defect Tracking System reports.

1. **Cisco HTTS engineer – LAN Switching (Dec,2014 – Nov, 2018)**

* Role included providing remote technical support for High Touch Customers on Cisco IOS Catalyst Switches and Nexus Switches. Devices supported included Cat 9300, 6880, 6500,3750,4500,7600, VSS, 3850. Handled IOS crashes, high CPU, memory allocation failures, Ethernet related troubleshooting, switch performance issues and hardware failures.

1. **Network Consulting Engineer (R&S) (Nov 2018 – Present)**

* In Professional Services, I worked with the CX Service Integration team for about 6 months.
* Current projects include customers like Bank of America, Macys, KPMG and TIAA assisting in optimizing their networks.

**Skill Set:**

* Address Resolution Protocol (ARP)
* VLAN Trunking Protocol (VTP)
* Spanning Tree Protocol(STP)
* TCP/IP
* Dynamic Host Configuration Protocol (DHCP)
* Link Aggregation Control Protocol (LACP)
* Hot Standby Router Protocol (HSRP)
* Routing Protocols – OSPF , EIGRP , BGP
* L3 VPN and L2 VPN - MPLS
* Virtual Router Redundancy Protocol (VRRP)
* Multicast - Internet Group Management Protocol (IGMP)
* Multicast - Protocol Independent Multicast (PIM)
* Private Virtual Local Area Network (Private VLANs)
* Quality of Service (QOS)
* DOT1x protocol