

**Mahesha P**

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### **Career Objective**

To be part of an excellent team of professional experts and to excel in each and every sector of the professional world and achieve the ultimate heights of success and want to be a pillar of company's growth.

### **Skills**

#### **Summary**

- Extensive Hands-on experience in Network Engineering & troubleshooting Cisco Devices
- Excellent analytical and trouble-shooting, problem solving skills
- Good communication skills with the ability to interact with people at all levels
- An enthusiastic team player who also can work well independently
- Hard working and Smart working skills
- Ability to learn technology quickly
- Have good adaptability to the working environment

### **Technical Skills**

- OS : Windows98, XP,2k7,2k8
- Applications : MS office (MS Word, Excel, Power point), outlook.
- Routing : Routing Protocol (BGP, OSPF, EIGRP, RIPv1 & RIPv2) TCP/IP,
- Switching : Gig Ethernet, Ethernet LAN, VLAN STP, VTP, HSRP, VRRP.
- WAN Technology : ISDN, Frame Relay, Token ring, HDLC.

### **Knowledge and experience in Cisco Devices**

- Routers : (Cisco 2911, 1921, 1841, 892)
- Switches : (2960,3560)

### **Professional Experience**

**Service NXT - Wipro InfoTech, Mysore**

Designation : Associate Engineer

Domain : Network Management

**Experience** : 3 Years (DOJ: 20<sup>th</sup> March 2013)

20th March 2013 – Till date.

Role: L1 – Associate Engineer

Presently in am working in network domain and providing remote support to customer, onsite network team and managing their network devices and (Configuration & Troubleshooting).

## RESPONSIBILITIES

### Operational

- 100% of the incident calls to be responded and resolved within SLA
- Maintaining the network uptime as per the customer SLA
- To give inputs on repeat incidents to PM team by repeat call analysis
- To follow site specific escalation matrix - Timely escalations to the next level
- Suggesting Service Improvement Plans (SIP) to the customer
- Adherence to the Shift Rosters and planning leaves well ahead and getting them approved

### Technical

- Proactively monitoring the network Links and devices in terms of performance and other parameters
- Vendor Management with Network / Link Service providers as per the organization process defined
- Carrying out link re-routing as per defined process whenever required
- Trouble shooting and problem resolution of elusive customer network difficulties
- Hardening the CISCO devices as per the AUDIT recommendations given from Customer
- Configuration of the new devices and adding them in network monitoring
- Implementing traffic filters using Standard & Extended access-lists and Routes to restrict / allow the necessary access list
- Processing port enabling, Static IP assignment as per the request
- Maintaining the network device's Inventory details updated
- Maintaining the VLAN Database details and IP Addressing details updated
- Troubleshooting bandwidth and all network related issues and carrying out predefined change requests from customer.

## EDUCATION

Qualifications	Marks (%)	Collage
Diploma in computer science and Engineering	76.82%	JSS Polytechnic for differently abled, Mysore
10 <sup>th</sup> standard	81.92%	JSS High school, Suttur,

### Personal Details

Father's Name : Papashetty A M  
Mother' Name : Krishnamma  
Date of Birth : 25<sup>th</sup> may 1991  
Gender : Male  
Marital status : Single

Nationality : Indian  
Languages Known : Hindi, English.  
Address : V.S.Doddy (V),  
Kuratti Hosure(P),  
Ramapura (H),  
Kollegala(Tq),  
Chamarajanagara(dis),  
PIN:571444.

## DECLARATION

I hereby declare that the above particulars are true and correct to the best of my knowledge and in the event of any information being found false or incorrect, my candidature will be liable to be canceled.

Signature  
(Mahesh P)