**Sai Sri Chalicham**

**Network Engineer**

**PROFESSIONAL SUMMARY:**

* Cisco Certified Network Engineer with **overall 5+** years of extensive experience in networking, load balancing, design, implementation, troubleshooting, engineering, managing & migration of large-scale enterprise Campus networks and Data Center networks.
* Installed, configured and supported new hardware and software infrastructure for **PBX** and voicemail systems (**NEC Diamond** and **Cisco Gold**).
* Configured routing and switching equipment and configuration of hosted IP voice services.
* Worked on **Voice Call Routing, SBC, SBA, gateways,** and **SIP trunks**.
* Worked on design and implementation of Dial-plan for Inbound and Outbound calls in **CUCM** Clusters
* Provided help to client (state farm) in troubleshooting Routers, Switches and **Cisco VoIP** products.
* Maintain and administer **UCCE** cluster with **CUSP** Routing module.
* Developed process and procedures for **UC administration** and support model for 500 end points.
* Experienced in Configuration and Support of **LAN** protocols on Cisco Switches (Layer2, Layer3 and Multi-Layer).
* In-depth understanding of **IPV4, IP Subnetting, VLSM and ARP, Ping** Concepts.
* Worked on network topologies and configurations, **TCP/IP**, **UDP**, **Frame Relay**, bridges, routers, hubs and Switches.
* Proficient in Cisco IOS for configuration & troubleshooting of routing protocols: **MP-BGP, OSPF, VRF, TCP/IP, LDP, EIGRP, RIP, BGP v4, MPLS.**
* Worked on Cisco **7500,7200,4000,3800, 3600, 2800, 2600** series Router and Cisco **2900, 3500, 4500, 5500, 6500** series switch.
* Superior expertise in MS Windows implementation maintenance documentation and troubleshooting.
* Worked on **Juniper MX-Series** routers and **EX-Series** switches.
* Knowledge in the analysis, implementation, troubleshooting & documentation of **LAN/WAN** architecture and good experience on IP services.
* Managed a medium-sized office network of 5 Cisco routers, 30 switches and more than 200 individual computers.
* Hands-on experience with **Ether Channel, Spanning Tree, Trunking, ACLs, Syslog**.
* Created a full threat and vulnerabilities report for all assets of the company network.
* Deployed Cisco UCS C series server. Installed and configured **ESXi 5.x** and **vCenter** for UC on UCS.
* Check network connectivity, between Cisco IP Communicator and the **TFTP** server or Cisco Unified Communications Manager, Cisco IP Communicator.
* Hands-on configuration and experience in setting up Cisco routers to perform functions at the Access, Distribution, and Core layers.
* **CIPC** configure Cisco IP communicator to use with **QRT** so users can report problems with phone calls.
* Hands-on experience in designing and developing various components and modules as per requirement for platform with true Agile fashion.
* Experienced in providing remote support for on-site engineers and end users/customers during installation.
* In-depth knowledge and hands-on experience on **Ip Addressing, Sub netting, VLSM and ARP, reverse and proxy ARP, Ping concepts.**
* Experienced in Communicating to client on improving network performance and security.
* Installing and configuring **Citrix, F5** and **A10** Load balancers with **LAN/WAN** configuration.
* Experienced with hardware load balancer administration and support, preferably with F5 load balancer **LTM/GTM** and Cisco **ACE** load balancers.
* Experienced in setting up the Citrix environment with thin client users.
* Experienced in migrating production, pre-prod and **Dev** applications from **Cisco ACE to F5** and **Citrix to A10** environment.
* Knowledge of cloud computing concepts and environments like **AWS**.
* Apply insight and expertise across **AWS** services.
* Migrated, managed and architect applications in **AWS** cloud from On-prime based on customer requirements and formalize those requirements into specification documentation.

**TECHNICAL SKILLS:**

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| **VoIP** | Cisco Call Manager 7.1/8.5, Cisco Unity 7.1/8.5, Cisco 7945, 8841, 8845, 8865, 8832 phones. |
| **Equipment’s (Switches & Routers)** | Cisco routers (7200, 3900, 3600, 2800, 2600,2500, 1800 series) Cisco Catalyst switches (6500, 4900, 3750, 3500, 4500, 2900 series)  Nexus switches (9K,7K, 5K, 2K)  Juniper routers (MX-204, MX-204-IR, MX-960, MX-240, MX-480)  Juniper switches (EX-2300, EX-3400, EX-4300, EX-4600, EX-4650, EX-9250) |
| **Routing** | OSPF, EIGRP, BGP, RIP, RIP-2, Route Filtering, Redistribution, Summarization, Static Routing, MPLS, DMVPN |
| **Switching** | VLAN, VTP, STP, PVST+, RPVST+,SVI, Multicast operations, Layer 3 Switches, Ether channels, Transparent Bridging. |
| **Management Tools** | SNMP, Syslog,Wire shark. |
| **LAN Technology** | Workgroup, Domain, HSRP, DNS, DHCP, Static VLAN, STP, VTP, Ether Channel, Trunks. |
| **WAN technology** | Frame Relay, ISDN, ATM, MPLS, leased lines & exposure to PPP, DS1, DS3, OC3, T1 /T3 & SONET. |
| **Network Management** | SNMP, Solar winds, Cascade, Riverbed, CDI-OOB |
| **Application Protocols** | DHCP, DNS, FTP, TFTP, SNMP, HTTP, FTP, ICMP, SMTP, SSL, IP, IPV6. |
| **Load Balancer** | Cisco CSS, ACE, Citrix Net scaler, F5 Networks (BIG-IP LTM & GTM), A10 Networks (BIG-IP LTM & GTM). |
| **Documentation** | Microsoft Office, Visio |
| **Ticket Tool** | ServiceNow , Remedy |

**Certification**:

**CCNA**- Cisco Certified Network Associate.

**CCNP**- Cisco Certified Network Professional.

**PROFESSIONAL EXPERIENCE:**

**T- Mobile, Dallas, Frisco July 2018 – Present**

**Network Engineer**

**Roles & Responsibilities:**

* Configuring Layer 2/3 switches like 3550, 3750, 3560 and Nexus 5k, 2k series devices.
* Applied configuration to IP voice services from telecom equipment like Desk phones, conference phones.
* Provided peripheral support of ancillary telephony systems, including but not limited to MTS Call Accounting, Voice Print Call Recording, AMTELCO Infinity and Intelligent Series, UM8700 and Well communications paging.
* Involved in troubleshooting IP addressing issues and Updating IOS images using TFTP.
* Upgraded data network equipment to the latest stable firmware releases.
* Configured routing and switching equipment and configuration of hosted IP voice services.
* Performed basic configuration of firewalls.
* Provided remote support of on-site engineers and end users/customers during installation
* Manage and support 150 + Cisco Routers, 300+ switches including 7200, 3900, 3800, 3600, 2800, 2600 routers, 6500, 4500, 3750, 2900 series switches and Nexus 7k, 5k, 2k series devices.
* Experience in directly managing routers, switches, load balancers and SSL accelerators in a high-availability infrastructure is required.
* Involved in L2/L3 Switching Technology Administration including making and overseeing VLANs, Port security, Trunking, STP, Inter-Vlan directing, LAN security.
* Review Managing, maintaining and configuring an Internet work with the help of WAN technologies like PPP, Frame-Relay, dedicated T1s, ISDN and Routing Protocols like OSPF, EIGRP, IGRP, RIP.
* Analyzing, approving and executing all changes in the network infrastructure.
* Drafting MOPs with procedures for maintenances to improve the network stability.
* Working with application developers to optimize the network and remove vulnerabilities in minimal time frames
* Create and process RMA for faulty hardware.
* Experience in configuring and troubleshooting BIG-IP F5 load balancer LTM creating virtual servers, nodes, pools and iRules on BIG-IP F5 in LTM module.
* Good understanding of F5 products and technology (LTM, SSL offloading, GTM).
* Good understanding in Scripting Languages like Bash shell scripting, Perl, Python, Ruby.
* Creating Citrix environment by deploying SDX in the production environment.
* Managing different VPX’s with creating new services based on the application owners.
* Performing IOS upgrades of the VPX and SDX boxes during the maintenance window.
* Performing standard network operations via ITIL standard with Incident Management and Change Management.
* Migrations of Existing Applications to AWS cloud
* Good working knowledge of AWS Services including Compute, Storage Networking, Database, Management tools, Security, Identity and Compliance.
* Analyze and Evaluate Existing Architecture, Design, Configure a complex Network architecture on AWS cloud.
* Monitoring AWS Instances regularly using ops view and New Relic tools.
* Creating VPC in the AWS environments.
* Apply knowledge of scripting and automation using tools like PowerShell, Python, ANSIBLE
* Ability to think and act strategically and proactively.
* Experience with change management board by using service now ticketing tool to open change tickets and raise service tasks.

**Page Solutions, India June 2015 – Aug 2016**

**Network Engineer**

**Roles & Responsibilities:**

* Worked on Voice Call Routing, SBC, SBA, gateways, and SIP trunks
* Managed E911, DID number management.
* Worked on Skype for Business Conferencing, Skype Edge servers and Federation.Troubleshooted voice related network and carrier issues.
* Configuring Cisco switches including Nexus5K and Nexus2K (FEX), C6500, 4900, 3750, 3560, 3550, 2960, 2950 and C500 switches.
* Providing technical support on Nexus 2000/5000 switches and operating systems (NX-OS).
* Participated in a rotating 24x7 support schedule for the Network Operation Center.
* Performed extensive troubleshooting on frame relay, MPLS, OSPF, BGP and TCP/IP including verification of IP addresses to DLCI numbers and route targets and VRF tables in MPLS, encapsulating types, and everything from the physical layer to the application layer of the OSI model.
* Provided specialized backing and issue determination for the LAN and its surroundings by breaking down the issue, recognizing the reason and circumstances of the issues and discovering an answer for the distinguished issue.
* Experience in migration of Frame-relay based branches to MPLS based technology using multilayer stackable switch like 6500 series and 2800 series router.
* Actively worked in the Data Center Lift and shit activity.
* Worked on the consolidations of Cisco Network gear (C3750, C2960, N2K, N5K) before to the migration activity.
* Travelling to user locations to provide the technical support post migrations.
* Installing, configuring and supporting network equipment including routers, proxy servers, switches, WAN accelerators, DNS and DHCP.
* Updating network equipment to the latest firmware releases
* Reporting network status to key stakeholders.
* Provide Tier 2 and 3 support for internal and external customers.
* Create and maintain comprehensive documentation for all implemented networks
* Being a queue manager by assigning and working on the service tickets.
* Managing sprints by tracking the work through Agile Jira board.
* Maintaining network performance to ensure that the needs of the business are met.
* Providing recommendations for network planning and upgrades on systems.
* Extending VLANs to the enclosures for their communication.
* Working with application team to configure the new Load Balancing services on the dedicated Load Balancers.
* Providing support to the Application team during the DR activities.
* Validating the services post DR activities and providing updates to the stake holders.
* Experience building infrastructure inside of AWS via code.
* Optimize cloud workloads for cost, scalability, availability, governance, compliance, etc.
* Moving assets from on premise to cloud environment, evaluation and optimization.
* Experience implementing and debugging workloads in AWS.
* Partner with multi-disciplinary teams to teams to understand requirements and plan architecture and solutions.

**Serco Global Services, India Jun 2012 – April 2015**

**Jr. Network Engineer**

**Roles & Responsibilities:**

* Configuring STP for exchanging circle aversion and VLANs for information and voice alongside Configuring port security for clients uniting with the switches.
* Racking and Stacking of the Network gear in the IDF and MDF of the building.
* Developed and presented LAN/WAN/WLAN network engineering design packages.
* Network Cabling, dressing, naming and investigating different system drops on location.
* Prepared and maintained documentation using MS Visio.
* Identifying specialized issues and fixed equipment and programming identified with LANs/ WANs, distinctive sort of workstation (PC/ MAC).
* Deep understanding of networking protocols (e.g., IPSEC, HSRP, BGP, OSPF, 802.11, QoS)
* Solid understanding of the OSI or TCP/IP model
* Experience with conventions, for example, Frame Relay, IEEE 802.11 and VLAN, OSPF and BGP, DNS, DHCP, FTP, NTP, SNMP, SMTP and TELNET.
* Maintained a Microsoft Skype for Business environment.
* Maintained and managed Audio codes and Ribbon SBC/SBA gateways.
* Maintained and monitored SIP Trunk circuits and Fax servers.
* Identified and resolved complex problems, both within a team and individually, with a focus on root cause analysis and increasing stability
* Provided specialized backing and issue determination for the LAN and its surroundings by breaking down the issue, recognizing the reason and circumstances of the issues and discovering an answer for the distinguished issue.
* Assisting team with raising tickets in Remedy for making deployments.
* Travelling with team to the remote locations for field work.
* Inspecting the site for the Network refresh project.
* Preparing Network Hardening template based on the client requirements.
* Work with the team to uphold and maintain the network to its highest level of performance and promptly address issues reported by other departments.
* Testing the fiber cables before the deployment in Data Centers.
* Strong working knowledge about the Single Mode, Multimode fiber jumpers along with 1000BASE-SX and 1000BASE-LX SFPs.
* Build and test simulations to test issues within the network infrastructure.
* Work within established configuration and change management policies to ensure awareness, approval and success of changes made to the network infrastructure.

**Education:**

* Master’s in Computational Science, Texas A&M University, Commerce, TX. (2017-2019)
* Bachelor’s in Computer Science (CSE), JNTU, Hyderabad, India. (2008-2012)