**Sunny Raj (Cisco VoIP/Network Engineer)**

**Contact Number: (323) 813-9944**

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**Professional Summary:**

* **Around7 years**of experience in Responsible for design, staging, configuration, implementation, and support for **VoIP** installations, as necessary, which includes CUCM, UC, UCCE infrastructure and VGs, etc.
* Work with the Designing department and Management team to develop a comprehensive and successful **VoIP** Infrastructure business unit and plan.
* Work closely with development and client teams to configure the system to achieve the client objective while adhering to project and application guidelines.
* **Experience in Network Engineer**, including hands-on experience in providing network support,
* Designed and implemented Cisco **VoIP** infrastructure for a large enterprise and multi-unit office environment. Met aggressive schedule to ensure a Multi-office reconfiguration project, which was successfully delivered
* Supporting EIGRP and BGP based PwC network by resolving level 2 &3 problems of internal teams & external customers of all locations.
* installation and analysis for a broad range of **LAN /WAN/MAN** communication systems.
* Well Experienced in configuring protocols **HSRP, GLBP, VRRP, ICMP, IGMP, PPP, PAP, CHAP,** and **SNMP**.
* Good experience on **CISCOIOS**, **IOSXE** and **IOSXR, NXOS**, **Fortinet FortIOS**.
* Knowledge of implementing and troubleshooting complex layer 2 technologies such as **VLANTrunks**, **VTP**, Ether channel, **STP, RSTP** and **MST**. Implementation of **HSRP, VRRP** for Default Gateway Redundancy.
* Responsible for Check Point and **CISCO ASA** **firewall** administration across global networks.
* Experience working on **Cisco** **ASR 9001&ASR 1006**.
* Good experience on working with **CISCONX-OS**.
* Upgraded Operating Systems for different devices like **JUNOS** (**Juniper**), **IOS** (**Cisco**) and **EOS (Arista)**
* Configure and troubleshoot **JuniperEX** series switches and routers.
* Configuring **RIP, OSPF** and **Static** routing on **JuniperM** and **MX** series **Routers**.
* Implemented various **EX, SRX & J** series **Juniper** devices.
* Experience with deploying Fabric Path using **Nexus 7000 Devices**.
* **F5BIG-IP** application **load balancing** subject matter expert with concentration on **layer 7load balancing** using **I-Rule** scripting in **TCL**.
* Worked on **F5LTM, GTMseries** like **6400, 6800, 8800** for the corporate applications and their availability.
* Hands on experience with **load balancers** (**F5**& **Cisco** **Content Switch**), VPN **(Cisco**, **Netscaler, RSA, Deo Security, Entrust & F5)**
* Worked on **F5VIPRION, LTM** and **GTM** systems
* Involved in troubleshooting of **DNS**, **DHCP** and other IP conflict problems.
* Experience in working with **Cisco** **Nexus Switches** and **Virtual Port** Channel configuration.
* Experience working with **Nexus 7K, 5K, 2K devices**.
* Experience in testing **Cisco** **routers** and **switches** in laboratory and deploy them on site production.
* In-depth knowledge and hands-on experience in Tier II ISP Routing Policies, Network Architecture, IP Sub-netting, **VLSM, TCP/IP, NAT**, **DHCP**, **DNS**, **FT1 / T1 / FT3 / T3 SONET POS OCX / Gig circuits**, **Firewalls**.
* Worked extensively in Configuring, Monitoring and Troubleshooting **Cisco**'s **ASA** **5500/PIX** security appliance, Failover DMZ zoning & configuring **VLAN**s/routing/NAT with the **firewalls** as per the design.
* Hands on experience in configuring and supporting site-to-site and remote access **Cisco**, IPsec, VPN solutions using **ASA/PIXfirewalls**, **Cisco** and **VPN** client.
* Experience in Designing and assisting in deploying enterprise wide Network Security and High Availability Solutions for **ASA**.
* Strong experience on security levels with **RADIUS, TACACS+.**
* Hands on experience in configuring **Cisco** **Catalyst 2960, 3750, 4500, 6500 and Nexus 3000, 5000, 6000, 7000** series switches and **Cisco** **2600, 2800, 3600, 3800, 7200, 7600** series routers, **load balancers** and **Cisco firewalls.**
* Configuring **BGP/OSPF** routing policies and designs, worked on implementation strategies for the expansion of the **MPLS VPN** networks.
* Hands-on experience and knowledge about **VoIP** technologies such as **SIP, SIP Trucking**, **Cisco** Call Manager, Asterisk
* Expertise in creating groups and pruning traffic flow using **VLAN**, **VTP, ISL, 802.1Q**.
* Excellent in documentation and updating client's network documentation using **VISIO**.
* Performed switching technology administration including **VLAN**s, inter-**VLANrouting, Trunking, port aggregation** and link negotiation.

**Technical Skills:**

* **Network Products:** **Cisco** Routers CRS-1, CRS-3, CRS-X, ASR 9K, ASR1K, ASR 1002, GSR 12000, 7600, 7200, 7500, 7300 (SSG), 7200, 3945, 3800, 3900, 3845, 3745, 2800, 2600, 2900, 2500, 1800, 1700, 1600, &ERX 500 **Cisco** switches **Cisco** Nexus 7010, 5596, 5020, 5010, Nexus 1010 (1000v), **Cisco** 6500, 4900M, 4500, 4000, 3700, 3750, 3550, 3560, 2960, 2950, 2800, HP 2910, Dell Brocade chassis & FWS switches.
* **Network securities:** NAT/PAT, VPN, Filtering, **Juniper** Netscreen **Firewall**, **Checkpoint** 4.1, WEP, WPA2, IDS/IPS, IPSec, ACL, FWSM, and F-5 **load balancers**.
* **LAN Technologies:** Workgroup, Domain, HSRP, **DHCP**, Static, **VLAN**, STP, VTP, Ether Channel, Trunks, PVST, RSTP.
* **AAA Architecture:** TACACS+, RADIUS, **Cisco** ACS.
* **WAN Technologies:** Frame Relay, VPN (L2F, PPTP, L2TP, GRE), ISDN, PPP, ATM, MPLS, IPv6   
  Network Management: SNMP, Solarwinds, **Cisco** Works, HP Open view, Ethereal Sniffer, NXOS, Telnet.
* **Load baLANcers**: CSS, ACE, **F5**, A10
* **Monitoring Tools:** Wireshark, N-map, Nessus, OpManager, PRTG Packet Sniffer, and Infoblox, Smarbits, Spirent Test Center, Agilent Router Tester (N2X Series) and Netflow.
* **Routing Protocols:** VTP, STP, RSTP, MST, **VLAN**s, ISL, 802.1q, Ether Channel, PAgP and LACP

**Work Experience:**

**Sr. VOip Implementation Engineer | Zodiac Aerospace, Huntington Beach, CA | April 2016 – Till Date**

**Responsibilities:**

* Managed the entire **VoIP**-network cluster for the organization, this includes CUCM, Cisco Unity, UCCX, Voice-Gateways (MGCP, H323) including Remote Sites with SRST configuration.
* In-depth experience in the implementation, operation and maintenance of Cisco Call Manager, Cisco Unity and Cisco Call Center Express voice systems.  Working knowledge of Nortel SL-100 line features and functionality.
* Designing and performing Implementation of Call Manager and Integrated Applications, SRST, Voice Gateways, IP-Phone set-up etc as per the requirement.
* Installation, Maintenance and Monitoring of CUCM Cluster and connected devices.
* Provide services and support internally on Cisco IP Phones (69xx, 79xx, 89xx, 99xx series), Cisco Jabber and Polycom Conferencing stations (HDX7000), Real Presence & CMA Desktop and UCCX Scripts.
* Testing and implementation of cost effective customized Voice solutions for clients including full and fractional ISDN-T1 circuits.
* Configuring Polycom Issues and Monitoring Polycom Converged Management Application (CMA-4000), Distributed Media Application (DMA-7000) and Real-Time Media Experience (RMX-2000).
* Maintain the internal knowledgebase and daily Reports.
* Prepared SOPs, LLDs and HLDs as per business requirement.
* Hands-on with **VoIP** and Telecom equipment, standards and technologies.
* Installation, Management and Monitoring of CUCM Cluster.
* Provide support on Intergrated Applications like Cisco Unity, UCCX, Attendant Consoles (CUBAC, CUDAC, CUEAC)
* Configure, test and troubleshoot on issues related to Cisco Unified Communications Manager (4.x – 9.x)..
* Configuration of call signaling protocols on Voice Gateways H.323 ,MGCP and SIP.
* To handle issues related to SCCP/SIP Protocols.
* Provide services and support on Cisco IP Phones and Conferencing stations, IP Communicator (CIPC), ATA etc.
* Using debugging tools like RTMT and performing lab simulations to analyze problems and identify solutions and provide RCA for the same.
* Conduct Trainings for new jonnies and subordinates, to help them learn the Technology.
* Integrating new locations with existing **MPLS** Network and enabling standard corporate application access.
* Designing and implementing **LAN/WAN** solutions across locations
* Managing the **LAN/WAN** devices across locations for day-to-day operations
* Managing location specific **CISCO ASA** **Firewalls** and also data center internet gateway **firewalls**.
* Handling new application **load balancing** requirements through **F5LTM** devices.
* Experience with design and implementation of **Data center migration**
* Deploying and decommission of **VLAN**s on core **ASR 9K, Nexus 7K, 5K** and its downstream devices.
* Configured **CIDR IP RIP, PPP, BGP, MPLS** and **OSPF** routing.
* Assisted in **MPLS** migrations, implemented a backup for the existing **WAN** connection using site-to-site IP sec **VPN** tunnels.
* Experience with **WCS** predictive maps and **RF** Engineering Planning.
* Conversions to **BGP WAN** routing. Which will be to convert **WAN** routing from **OSPF** to **BGP** (OSPF is used for local routing only) which involves new wan links.
* Configuring routing protocols **OSPF, EIGRP, RIP, MPBGP, LDP** and **BGPV4**
* Configuring **HSRP** between **VLAN**s, Configuring Ether-Channels, Port Channel on 6500 catalyst
* Configured remote users to access corporate **LAN** with **VPN** connectivity
* Worked on **F5LTM, GTM** series like **6400, 6800, 8800** for the corporate applications and their availability
* Maintained complex **LAN/WAN** networks with several **VLAN**S and provided support for routing protocols and also providing secure sessions over internet using **IPSec** and **SSL** encryption.
* Worked extensively on **CISCO ASA** **5500 (5510/5540) Series**, experience with convert **PIX** rules over to the **CISCO ASA** solution.
* Supporting **EIGR**P and **BGP** based on the network by resolving level 2 & 3 problems of internal teams & external customers of all locations
* Worked on migration of existing **PIX firewall** to **ASA** **firewall**, **PIX OS** upgrade from **6.3 to 7.0**.
* Design and Implement **DMZ** for **FTP**, Web and Mail Servers with **CISCO** **PIX 506, PIX515**
* Building the VPN tunnel and VPN encryption.
* Involved in Configuration of Access lists (ACL) on **ASA** **firewall** for the proper network routing for the B2Bnetwork connectivity.
* To secure configurations of **load balancing** in **F5**, **SSL/VPN** connections.
* **Cisco** Secure Access Control Server **(ACS)** for Windows to authenticate users that connects to a **VPN 3000** Concentrator.
* Designed and implemented DMZ for Web servers, Mail servers & FTP Servers using **Cisco ASA 5500Firewalls**.

**Environment:**

**Cisco**2948/3560/4500/3560/3750/3550/3500/2960 6500 switches and **Cisco** 3640/12000 /7200/3845/3600/2800 routers, **Cisco** Nexus 7K/5K, **CISCO ASA** 500, **Checkpoint**, windows server 2003/2008: **F5** BIGIP LTM, RIP, OSPF, BGP, EIGRP, **LAN**, WAN, VPN, HSRP

**Cisco Voip /Network Engineer | EFH Dallas, TX | April 2015 – March 2016**

**Responsibilities:**

* Worked on Cisco Routers, Active /Passive Hubs, Switches, Cisco PIX Firewall, Cisco ASA, NOKIA Firewalls, Nortel VPN Concentrators TCP/IP, NAT and Checkpoint ESX/GSX firewall.
* • Having Data Center Design Experience, installing and Configuring Network Devices in a Data Center including patching the cables in the Patch Panel. Design and implemented network infrastructure and configured the entire network Infrastructure devices including Network Printers and Register.
* • Configuring Voice VLANS with respect to Cisco VOIP phones 7940, 7960.
* • Worked with the Call manager installation for deploying Cisco VOIP.
* • Hands-on experience in the network management of circuits using TDM and Frame Relay network, performing configuration and provisioning management, fault management and performance monitoring.
* Worked on **JuniperNetScreen ISG1000**, **Palo AltoNetworks**, Infoblox Grid Manager.
* Configuring Big-IP **F5LTMs** (virtual servers, pools, **SNATs**, health monitors, irules) and GTM's for managing the traffic and tuning the load on the network servers.
* Experienced with convert **Checkpoint** VPN rules over to the **CISCO ASA** solution. Migration with **CISCO ASA** VPN experience.
* Installed and managed of overall administration of **LAN, WAN**, systems involving design of network layouts, configuration and maintenance, Commissioning Routers &Switches, **firewalls**, IPS and ensuring maximum uptime during site deployment to **VoIP**.
* Worked on Configuring Management Interface IP, Creating Trust Zones, DMZ's, ACL, SSL on **Juniper** Net-screen ISG100.
* Worked configuration of new **VLAN**s and extension of existing **VLAN**s on/to the necessary equipment to have connectivity between two different data centers
* Responsible for entire **LAN** and **WAN/WLAN** maintenance and troubleshooting of the company network. Involved in the Team of Data Center Operations to perform duties like administration and deployment of **Cisco** **Routers** and **Switches** according to the organization requirements.
* Performed network administration tasks such as creation and management of **VLAN**S, Port security, **Trunking**, RPVST+, Inter-**VLAN** routing, and **LAN** security.
* Configured Hyper-V **LAN** which decouples virtual networks from the physical network infrastructure, removing the constraints of **VLAN** and hierarchical IP address assignment from virtual machine provisioning.
* Configured FWSM on **Cisco** 7600 routers to reduce costs and operational complexity while enabling organization to manage multiple **firewalls** from the same management platform.
* Configured **ASA** **5520/5500** to ensure high-end security on the network with **ACLs** and **Firewall**.
* Experienced with **Firewall** Administration, Rule Analysis and Rule Modification on **CISCO ASA** **5540, 5585.**
* Responsible for **CISCO ASA** **firewall** administration across our networks.
* Co-ordinate with the Data Network and Security team and come up with possible solutions.
* Configuring and resolving various **OSPF** issues in an **OSPF** multi area environment,
* Implemented, configured **BGP WAN** routing, converting **OSPF** routes to **BGP** (OSPF in local routing)
* Expertise in maintenance of layer2 switching tasks which advocate **VLAN**, **VTP, STP, RSTP, PVST, RPVST**, configuring of ether channel with **LACP** and **PAGP** along with troubleshooting of inter-**VLAN** routing.
* Configured **PVSTP+** for loop prevention and **VTP** for Inter-**VLAN** Routing.

**Environment:**

**Cisco** 7200, 7204, and 7206 Routers, Switches: **Cisco** Distribution layer switches such as 4510, 4948, 4507, 7k, 5k and 2k series. **Firewalls** 5GT, 208, EIGRP, RIP, OSPF, **CISCO ASA**, **DHCP**, **DNS**, SAN, Spanning tree, Windows Server, Windows NT.

**Network Engineer | Allied Digital, Ahmedabad, Gujarat | Aug 2014 – Dec 2014**

**Responsibilities:**

* Involved in Configuring and implementing of Composite Network models consists of **Cisco**7600, 7200, 3800 series routers and **Cisco** 2950, 3500, 5000, CAT, Series and Nexus switches.
* Configured networks using routing protocols such as **RIP, OSPF, BGP**and manipulated routing updates using route-map, distribute list and administrative distance for on-demand Infrastructure.
* Deployed Site to Site and Client to Site VPNs utilizing **CheckpointFirewall**-1/VPN-1
* Configured **OSPF** over frame relay networks for **NBMA** and point to multipoint strategies.
* Configured and maintained **CISCO ASA** **firewalls**, **Cisco** ACE **load balancers** and **Cisco** **PIX (506E/515E/525/)**
* Installed high availability **Big IPF5** LTM and GTM **load balancers** to provide uninterrupted service to customers.
* Implementing traffic engineering on top of an existing **Multiprotocol Label Switching (MPLS)** network using Frame Relay and **Open Shortest Path First (OSPF)**
* Provided redundancy in a multi homed **Border Gateway Protocol (BGP)** network by tunings **AS-path**.
* Configured policy based routing for **BGP** for complex network systems.
* Configured Multiprotocol Label Switching **(MPLS) VPN** with **Routing Information Protocol (RIP)** on the customer's Site.
* **Cisco** **Secure Access Control Server (ACS)** for Windows to authenticate users that connects to a **VPN 3000** Concentrator.
* Worked on **FTP, HTTP**, **DNS**, **DHCP** servers in windows server-client environment with resource allocation to desired Virtual **LAN**s of network.
* Responsible for day to day management of **Cisco** Devices, Traffic management and monitoring.

**Environment:**

**Cisco** switches 2950, 3500, 5000, **Cisco** **firewalls**, **Load balancers** and **Cisco** pix (506E/515E/525/)   
Big IP **F5** LTM and GTM **load balancers**.

**Jr. Network Engineer | NCVT Pvt. Ltd., Ahmedabad, Gujarat | June 2013 – July 2014**

**Responsibilities:**

* Design, implementation and operational support of routing/switching protocols in complex environments including **BGP, OSPF, EIGRP, Spanning Tree, 802.1q,** etc.
* Understanding and implementation of **IPSEC &GRE** tunnels in **VPN** technologies
* Troubleshoot issues and outages on **Trunks** and **Router** interfaces and **firewalls** extensively
* Configured and resolved various **OSPF** issues in an **OSPF** multi area environment
* Configured **RIP, OSPF** and Static routing on **JuniperM** and **MX** series **Routers**
* Configured**VLAN**, Spanning tree, **VSTP, SNMP** on **JuniperEX** series switches
* Configured **CiscoIOS** Feature Set, NAT and Simple Network Management Protocol (SNMP) for Network Security implementation
* Part of Network Operation Center NOC offshore support team from India supporting Data Center 24x7. L2   
  support for **Cisco** PIX and **ASAFirewalls**.
* Created **load balancing** policies using BGP attributes such as Local Preference, AS-Path, MED, Community etc.
* Hands-on experience with **WAN (ATM/Frame Relay), Routers, Switches, TCP/IP,** and **IP addressing**
* Configured **HSRP** between the **3845** router pairs for Gateway redundancy for the client desktops
* Ability to use **NAT** and **Firewall** security policies in **Checkpoint**
* Troubleshoot traffic passing managed **firewalls** via logs and packet captures
* Maintenance of all servers & network equipment with current stable **firmware**, **IOS** images & access control lists
* According to priority, worked on multiple service request tickets as a part of Network Operation
* Maintenance of **CISCO ASA5500firewall** for **DCA** site, adding new rules or changing existing access lists if necessary
* Implementation of security improvements such as network filtering, **SSH, AAA, SNMP** access lists, **EIGRP MD5** authentication, **HSRP** authentication and security enhancements
* Designed and Developed Internet Security policy for the company in order to build a secure and robust network Infrastructure.
* Involved in Layer2/3 Switching Technology Administration including creating and managing **VLAN**s, Port security, **Trunking**, STP, Inter-**VLAN** routing, **LAN** security
* Provided technical assistance to **LAN**& WAN systems
* Installing and maintaining Network printers

**Environment:**

**Cisco** 6509/3750/3550/3500/2950 switches and **Cisco**7200/3845/3640/3600/2800 routers, EIGRP, RIP, OSPF, BGP, VPN, MPLS, STP, SNMP

**Jr. Network Engineer | Hi-Tech Transpower Pvt. Ltd., Rajkot, India | Jan 2010- May 2013**

**Responsibilities:**

* Responsible for design, staging, configuration, implementation, and support for **VoIP** installations, as necessary, which includes CUCM, UC, UCCE infrastructure and VGs, etc.
* Work with the Designing department and Management team to develop a comprehensive and successful **VoIP** Infrastructure business unit and plan.
* Work closely with development and client teams to configure the system to achieve the client objective while adhering to project and application guidelines.
* Continuously assessing business unit performance and goals to enable changes to the business unit to realign as needed for optimal performance.
* Attend and participate in Internal and Client meetings.
* Regular upgrade and maintenance of Infrastructure, Installing, configuring, and maintaining **CiscoSwitches** (2900, 3500, 3700 series, 6500 series) **CiscoRouters** (4800, 3800, 3600, 2800, 2600, 2900, 1800, 1700, 800) **Cisco** Router and Switches, **f5** **BIG IP**, **Palo AltoFirewalls**, Bluecoat Proxy and Riverbed Steelhead appliances.
* Supported core network consisting of **Cisco** 3900 series routers running multi area **OSPF** Configuration of EIGRP and OSPF as interior gateway protocol with route filtering and route redistribution.
* Worked with **JUNOS** OS on **Juniper** Routers and Switches. Has an understanding of **TCP/IP, IPX/SPX, RIP, VLAN, IGRP, BGP, HSRP, OSPF, IGRP, RMON, EGRP, and BGP4.**
* Configuring **RIP, OSPF** and Static routing on **JuniperM** and **MX** series Configuration of esoteric security applications for IT Security **(AAA, SSL, PKI, RADIUS, TACACS+, EAP, EAP-Fast, PEAP, LEAP, CHAP, MS-CHAP)** and multi-factor authentication.
* Supporting **EIGRP** and **BGP** for problems of **L2/L3** in internal teams & external customers. Providing daily network support for national wide area network consisting of **MPLS, VPN** and point-to point site.
* Perform technical audits of **SCADA** devices and networks, and any other connected.
* Performed administrative support for **RIP, OSPF** routing protocol.
* Upgrading Used **DHCP** to automatically assign reusable IP addresses to **DHCP** clients.
* Configured and installed multi-protocol **(IP, IPX)** multi-interface.
* **Ciscorouters**. Design, WAN link using PPP Multilink and by implementing **CiscoWAAS**. Configuring STP for switching loop prevention and **VLAN**s for data and voice along with.

**Education Qualification:**

**MS in Electrical Engineering | California State University, LA.**