



Kshitij Patil

SDWAN Service Delivery Manager

IT Leader with 19+ years of global experience in Enterprise Networking, SD-WAN & SASE, leading large-scale service delivery, architecture, and transformation initiatives. Demonstrated success in managing and mentoring distributed teams of up to 62 engineers, project managers, and activation specialists across India, Europe, and the USA.

Contact

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Education

Bachelor of Science

YCMOU, Nasik

Certifications

- SilverPeak SDWAN Professional
- Palo Alto Intro to Cyber Security
- Palo Alto Firewall Essentials ITIL
- V3
- CCSA Checkpoint
- CCNA Security
- CCNA

Language

English

Hindi

Marathi

Skills

- Management : Experienced in building high-performance teams through structured coaching, cross-skilling, KPI governance, and delivery excellence frameworks., Lead global teams and mentoring them for Networking & Telecom service delivery
- Networking : Silver Peak SD-WAN, SP Orchestrator, EC, ECV, SP Cloud portal, Zero touch Provisioning, SD-WAN Client provisioning, SP, Overlay tunnel config, Viptela vManage, vSmart, vBond. Cisco Routing & Switching, VxLAN, Working on various routing protocols, BGP, OSPF, HSRP,

Experience

- Jan 2021 - Present
Proadapt Solutions (AT&TClient)
SYSTEMS ARCHITECT (Role : SDWAN Service Delivery Manager)
 - Team management experience, handling global team of 60+ Lead Engineers, Project Implementation Managers and Activation Engineers across India, Europe and USA
 - Managing Global SDWAN & SASE service delivery for day 0 & day 1 implementation making sure error free delivery. Responsible for keeping all KPI, SLA & SLO from all domains such as Project Implementation, Activation Engineers & Lead Engineering. Engaging in various Pre-Sales activities such as creating and responding RFP & RFI
 - Proposals for SASE, SDWAN and Networking services delivery. Overseeing SDWAN top-notch networking technologies like (SDN, SDWAN - Viptela, VMWare, Silver Peak, Juniper SD-WAN, Security VNFs). Supporting RCA and Impact assessment documentation and consult with service delivery teams on further action and improvement plans. Planning and consulting migration of legacy client networks to Next-Gen SDWAN solutions. Engaging in Transition and Transformational Projects and Help innovation in projects by providing Service Improvement Plan time to time.
- May 2013 - Jan 2021
AT&T India
Specialist, Work Center Technical Support
 - Led team of Global Design engineering delivery cutting edge next gen networking service delivery across the globe, Team consists of Design Engineers and Lead Engineering Team.
 - Build, Review and Implement complex migrations in Network Infrastructure. Supporting complex delivery functions and work closely with client for delivering projects successfully Plan, Design and support complex client migrations from legacy AT&T network such as AVPN, MLAN other network type to SDWAN solutions such as Cisco Viptela, SilverPeak & Flexware Working with IaaS Cloud solutions such as AWS for connectivity. Support for the architectural reviews and proposals of network environments improvement. Work closely with AT&T onsite teams to plan and execute complex migration and changes to the network and deploy SDWAN solutions as per customer requirement. Create Technical Solutions Design Documents which includes in details specifications, HLD, LLD for the solution being proposed. Support IT network infrastructure projects with remote teams in EMEA & ANZ Regions.

Experience

- Aug 2008 - Apr 2013
Mphasis Ltd
Lead Infrastructure Engineer
 - Working for a client, handling their network devices, configuring, maintaining and troubleshooting, routers, switches, firewalls and proxies. Working on routers like 1700 series, 2600 series, 3600 series, worked on switches like 2950 and 3550 and 3750 series. Also working on Checkpoint Firewall Devices, Bluecoat Proxies, Cisco Works, Big IP F5, Net scout, Wire shark, Statseeker, Cisco Network Registrar DNS/DHCP boxes.
 - Configuring ipsec/gre tunnels, access-lists, routing protocols as per client requirements. Troubleshooting issues related to ipsec/gre tunneling, eigrp, ospf, bgp, hsrp and wccp configs
 - Adding/removing/updating firewall rules and hosts on the database. Configuring, creating and removing policies from the firewalls as and when required by the client
 - Confirming if the traffic is entering / leaving the network successfully via Smart Tracker for troubleshooting purposes and understanding where and how traffic is being blocked/allowed.
 - Using firewall monitor & tcp dump commands to troubleshoot different types of issues.
 - Managing and maintaining the proxies which include adding and deleting rules from the Visual Policy Manager, capturing packets on the device for troubleshooting purposes. Executing changes related to up gradation of IOS/ Policies.
- Sep 2007 - May 2008
Telegenisys India PvtLtd.
Network Administrator
 - Working as in house support for Telegenisys, looking into routing, switching & VoIP Issues • Routing: Link Monitoring, Vendor Co-ordination for link commissioning and other networking devices. Analyze link utilization and performance Identify Link and
 - Network Failures, Detailed Fault Analysis Reports provided at predetermined frequencies. Switching issues like Vlan changes, switch configs. Interaction with various customers for problem solving. Security: Implement SSL VPN and IPSec VPN on Cisco ASA 5500 and PIX firewalls, also monitor potential threats to the network. VoIP: Working on Asterisk servers locally and
 - remotely, includes adding and configuring VoIP gateways & working on SIP, IAX based VoIP traffic with several codecs like G729, G711, GSM, Coordinating with ITSP, ISPs for Leased lines, VoIP services to ensure best services. ,VoIP troubleshooting, working on audiocodes and voip switches., Configuring and Managing Cisco PIX firewalls for VPN links & Internet traffic
- May 2007 - Sep 2007
SKInfotech Pvt Ltd.
Project Manager
 - Network Assistance: Working as support for SK Infotech clients for routing, VoIP and Asterisk based Voice loggers.
 - AsteriskPBX: Installation & configuration of VoIP based Asterisk servers. Managing Voice Logger, Interception and IVRS system.
 - Security : Administrating Redhat Linux Servers. Managing Cisco Linksys routers for managing traffic and configuring routing protocols
 - Monitoring : Link Monitoring using Multi Router Traffic Grapher, Vendor Co-ordination for link commissioning and other networking devices. Analyze link utilization and performance Identify Link and Network Failures, Detailed Fault Analysis Reports,
- Nov 2005 - Feb 2007
Sip2Save TelecomPvtLtd.
Network Administrator
 - Routing: Configuring Cisco routers to connect our clients, setup IPSec tunnels across world. Setup Netgear switches for inbuilt QoS settings,
 - Sysmaster and PBX : Installation and configuration of VoIP switches of Sysmaster platform, VoIP network management, add, maintain gateways, gatekeepers, Termination gateways to VoIP Switches, Setup and routing of DID numbers, configuring codecs i.e. G729a, G711u, GSM, Work with ITSP (Internet Telephony Service Providers) to resolve issues related to VoIP. Setup calling card solution on A2Billing platform which is based on Asterisk PBX,
 - MRTG : Monitor VoIP traffic on Sysmasters switch and also monitor concurrent traffic on Asterisk PBX system, Monitoring all Links across vendors on MRTG, also check ticketing system queue for immediate resolution of troubles,

Experience

- Oct 2004 - Mar 2005
AdeccoFlexione Workforce Solutions (For Bharti Airtel Client)
Associate CSAT (DSL)
 - Provided technical support for Dialup, ISDN, DSL and Leased Line. Involved in establishing ISP & DSL NETWORK in MP and CG circle. Worked on Cisco 7206, Cisco 3600, and Cisco layer 3 switches, and Zyxel router. Maintained Mail, DNS & Authentication services for Dialup/ISDN/Leased Subscribers. Worked on NMS for DSL network i.e. Ericsson PEM (Public Ethernet Manager).
 - Worked on Solaris 6 platform E-450 & Ultra 10 servers for Mail, DNS, and Radius & LDAP services.
 - Installed and maintained internet leased line customer of both framed/unframed bandwidth.
 - Worked on NMS Net Saint for fault monitoring and MRTG for monitoring purposes.