

PROFESSIONAL SUMMARY

- **Network/Security/Cloud Engineer** offering experience of over 4 Years in the domain of **Maintenance, Troubleshooting, Support & Automation of Network and Information Systems**.
- In-depth **technical knowledge of routing protocols** including OSPF, EIGRP, RIP & BGP. Comprehensive understanding of **TCP/IP, TLS/SSL, Secure VPN Access, Microsoft Azure Cloud Infrastructure, and Security Frameworks**; backed by extensive experience in network operations and management.
- Experience in creating **Automation** scripts using **Python, Bash, Ansible, PowerShell, and POSTMAN**.
- Adept in **Network Firewall Monitoring** (log, rule, configuration, alert monitoring) and Firewall rule optimizations.
- **Certified Azure administrator** with in-depth understanding of IaaS, O365 IAM, NSGs, Virtual Networks, DevOps, CI/CD, log analytics, and ARM templates.
- Demonstrated problem analysis, resolution skills, ability to troubleshoot, resolve problems quickly & completely. Adept at mapping client's requirements, custom designing solutions & troubleshooting for complex networking related problems.
- Working knowledge of **Network and Application vulnerabilities**, assessment and Incident handling procedures.
- Excellent communication, customer service, and presentation skills.

EXPERIENCE

TD Bank, Toronto **Network Analyst II**

Oct 2019 – Now

Hired to be a part of **24/7 Operations Support Group** team (TD-NOC) for break/fix operations, working to keep up all Lines of Business across Canada and the United States by coordinating with many different vendors and technologies.

- Maintained & supported **SD-WAN and DMVPN** designed solutions for 1700+ TD branch sites across Canada and USA.
- Performed **L2/L3 troubleshooting** on Cisco routers, switches, firewalls for a quick resolution of outages.
- Performed upgrades and maintenance of the **Cisco/Palo Alto/ BIG-IP F5** network devices
- Coordinated with ISPs to resolve Network/circuit/bandwidth issues.
- Configured and troubleshoot load balancers, analyzed firewall logs, and monitored VMware infrastructure.
- Providing support to check and verify connectivity and access permissions on **Palo Alto firewalls**.
- Troubleshooting **network outage** tickets escalated from Layer 1 engineers, congestion and slowness based on overutilization and QoS configuration on variety of **Cisco IOS, IOS-XE & NX-OS** based devices.

NRT Technology Corp. Toronto **Network Operations Center Specialist**

Sep 2018 – Oct 2019

- Proactively monitored and identified network problems using SPLUNK and PRTG.
- Administered hybrid **Microsoft Active Directory** on-prem and **Azure AD** for user and SW license management.
- Administered **Azure AD IAM/PIM, MFA**, and managed **Azure infrastructure** (VMs, O365 and, Licenses)
- Performed **L2 troubleshooting** on routers (2800, 2900, 4200), switches (3500, 3600, 3700), and firewalls
- Setup and troubleshoot **VPN tunnels (IKE phase 1 & IKE phase 2)** from customer location to NRT on ASA Firewalls
- Configured **VPN policies** and NAT both on Cisco ASA and Palo Alto firewalls to allow only authorized users to access the applications adhering to **PCI** standards.
- Configured SNMP alerts for network equipment and VPN status from PRTG and **Cisco ASDM**

INTELENET GLOBAL SERVICES (Mohali, India)

Feb 2016 – Sep 2017

Network Engineer Associate

- Provided support for Network related incidents to call center executives regarding systems and software tools.
- Maintained enterprise network setup including **Cisco UCM, Routers/Switches, and Cisco Access-points**.
- Handled network related problems, implementations, and queries.
- Assisted in the **analysis of LAN/WANs** to determine network performance problems.
- Coordinated with ISP's to resolve network\circuit\bandwidth issues and Opened cases with 3rd party vendors for hardware issues (Cisco TAC, Palo Alto).
- Ensured Network, Systems, Data Availability, and Integrity through preventive maintenance, and upgrades during business maintenance window.

TECHNICAL SKILLS

- **Routers/Switches:** -Cisco 2600, 2800, 2900, Stack Swiches, 7200, Cisco SD-WAN vEdge, Nexus 5K/7K.
- **Firewalls:** - Cisco ASA (5555, 5515, 5520, 5510), Checkpoint (1400,1500), PALO-ALTO (PA-3220, PA-3250).
- **Routing Protocols:** - RIP, EIGRP, OPSF, BGP, MPLS.
- **Switching Protocols:** - STP, RSTP, PVSTP, HSRP, VRRP, GLBP, VTP, ARP, Port-channel.
- **Firewall Protocols:** - IPSEC, ISAKMP, GRE, DMVPN.
- **Other Protocols:** - Windows server, Linux, AD, IDS/IPS, SIEM, TCP/IP, HTTP(S), Mail protocols, UDP, DHCP, DNS, SNMP, NTP, FTP, SCP, TFTP, IPv4, ACL, 802.1Q, Port Security, Dell/VMware virtual networking.
- **Wireless:** - Aruba WLC, Aruba Cluster AP, Cisco Meraki, Cisco Access-point, Cisco WLC.
- **Network Monitoring Tools:** - CA-Spectrum, SysLog, NetFlow, Wireshark, PRTG.
- **Ticketing Tools:** - ConnectWise, Salesforce, ServiceNow.
- **Cloud:** - Cloud-Native Platforms, Docker containers, Kubernetes, Azure & AWS role-based IAM, SaaS Applications.
- **Automation Tools:** - Python, Shell scripting, PowerShell, Ansible, POSTMAN.

EDUCATION

Wireless Networking & Computer System Technician (PG Diploma)

Aug 2017 - Aug 2018

George Brown College (Toronto, Canada)

Bachelors of Technology (Electronics and Communication)

2012 - 2016

Punjab Technical University (India)

CERTIFICATIONS

- **AZ-104 - Microsoft Certified: Azure Administrator Associate**
- **AZ-300 - Microsoft Azure Architect Technologies**
- **AZ-500 - Microsoft Azure Security Technologies**
- **CCNP Enterprise (RS)**
- **CCNA DevNet Associate**
- **Palo Alto Networks Certified Network Security Engineer (PCNSE)**
- Trained in **Penetration testing Network Security and practical Incident handling**

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GitHub: <https://github.com/rohan-punj>