

# RESUME

**Name:** - Mr. Roshan Ramesh Popkar

**Qualification:** - BE Electrical Engineering.

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## **Career Objectives:** -

Dedicated and experienced Network Engineer with expertise in designing, implementing, and troubleshooting network infrastructure. Proficient in multiple networking protocols and technologies. Seeking a challenging role that allows for growth and the opportunity to leverage my skills to drive operational excellence

## **Work Experience:**

### **1. Company Profile: Tata Communications Ltd.**

**Duration:** - 28 March 2023 to 28 March 2025

**Designation:** - Associate Network Engineer.

**Role:** - Working as L1 Network engineer to resolve trouble ticket raised by customers, interacting with concerned supplier/ vendor and doing escalations as needed.

- Perform initial analysis of network issues, resolving and escalating to supplier's lead as needed.
- Worked as "Duty manager" to prevent top level escalations.
- Monitoring incidents and planned event queue and ensures that all incidents and PE's responded to and closed as per the defined SLA.
- Provide support to customer NOC team on bridge calls.
- Provide first and second-level escalation support for 2000+ customers.
- Ensuring maximum uptime of TCL network infrastructure and service delivery as per SLA.
- Analyzing route cause of problems and preventing repetitions.
- Coordination with last mile providers like Sify, Tikona, Tatanet, Hughes etc
- Link Testing: -Laptop testing, Duplex matching, VLAN Tag/Untag.
- Working on configuration, operational support and troubleshooting for Firewall, IPS, and VPN device.
- Work Area: - Link down, Packets drops, Latency, And Flapping etc.
- Used to work in 24\*7 environment.

## **Skills:-**

- Network Devices: Cisco routers, POE, Modem.
- Networking Skills: LAN, MAN, WAN, VLAN, OSI layer, TCP, VPN,
- Basic knowledge of Firewalls, IPS, and VPN devices.
- Tools: - Service Now, ARCON PAM (Privileged Access Management).
- Strong interpersonal and team leadership skills.
- Routing Protocols: OSPF, BGP, ARP, etc.

### **Networking courses and Training:-**

1. Cisco Networking Basics course.
2. Fortinet NSE 3 Network security associate.

### **Education details: -**

- B.E. 4-year's Degree (Electrical Engineering ) with 8.58 CGPA from TSSM's Bhivarabai Sawant College of Engineering and Research,Pune.
- HSC with 68.62% from Maharani Radhabai college , Gandhinglaj.
- SSC with 88.80% from Sahyadri Vidhyalay Here ,Chandagad ,Kolhapur.

### **Other Courses:**

- **Completed JAVA in waves Institute.**
- Completed "NSE 1 Network Security Associate" by Fortinet institute.
- Completed "NSE 2 Network Security Associate" by Fortinet institute.
- Completed "NSE 3 Network Security Associate" by Fortinet institute.

### **Personal Skills: -**

- Basic knowledge of JVM, HTML, SQL, C and C++ .
- Attitude of knowledge up gradation & learning new information.
- Belief in execution with complete team.
- Self-Motivated.
- Adaptive.
- Leadership Quality.

### **Personal Information: -**

**Permanent Address** : At/Post: Kalasgade, Tal: Chandagad, Dist: Kolhapur. Pin: 416527.  
**Date of Birth** : 21<sup>th</sup> May 2000.  
**Gender** : Male.  
**Marital Status** : Unmarried.

### **Declaration:**

I hereby declare that the particulars furnished above are true, correct and complete to the best of my knowledge and belief, and I bear the responsibility for the correctness of the above mentioned particulars.

**Date:**    /    /

**Place:**

**Roshan Ramesh Popkar**