

Sandeep Renjith

Sr Escalation Engineer - Infoblox

Current Profile

Part of support tiger teams for handling customer issues for certain critical accounts on specific products and features. Providing training, guidance and mentoring for Tier-1 and Tier-2 engineers. Creating training content and learning paths for Infoblox products and features. Creating KB articles. Reviewing and publishing KB articles created by Tier-1 and Tier-2 engineers.

Functioning as Support SME on DNS, DNS Security, API, PKI, SNMP and Infoblox integration with AWS, Azure, Openstack and VMware VRealize, Infoblox SaaS solutions and Infoblox Subscriber Services.

Active member of Infoblox Experts Community.

Key role in creation of several automation solution for Infoblox Support such as tools for log analysis, a lab automation system for automated deployment and termination of Infoblox VMs on vCenter etc.

Relevant Projects

MDCMS (Markdown Content Management System)

MDCMS is a content management system with which a simple blogging website can be deployed within minutes.

MDCMS is written in Go.

Links:

Project: <https://github.com/sandeeprenjith/mdcms>

Docker: <https://hub.docker.com/r/rensande/mdcms/>

Example site built with MDCMS: <http://www.bytesarena.com>

Personal Info

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E-mail

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Date of birth

1991-09-16

LinkedIn

<https://www.linkedin.com/in/sandeep-renjith-72969859>

Website

<http://www.bytesarena.com>

Precompiled binaries (Windows, Linux, Mac):
<http://www.bytesarena.com/downloads/>

DNSSEC and Infoblox

Most recent article in Infoblox Community.

<https://community.infoblox.com/t5/Best-Practices/DNSSEC-and-Infoblox/ba-p/13076>

DNS Anycast Lab

DNS Anycast learning environment with Docker

<https://bitbucket.org/rensande/dns-anycast-lab>

Experience

2015-01- 2017-01

Technical Support Engineer ASM Technologies Ltd

Worked at Infoblox as a contractor from ASM Technologies Ltd in the role of Technical Support Engineer.

Roles and Responsibilities

- Assisting customers of Infoblox with



Skills

NIOS (Infoblox)	Proficient
DNS	Proficient
DHCP	Proficient
Python	Above intermediate
Docker	Above intermediate
Kubernetes	Above Intermediate
Azure	Above Intermediate
Linux	Above intermediate
BASH	Above Intermediate
SNMP	Above Intermediate
Openstack	Intermediate
Go	Intermediate
AWS	Intermediate
Perl	Intermediate
HTML	Intermediate
CSS	Intermediate

	<p>technical issues and configuration relating to Infoblox Products as well as protocol services such as DNS, DHCP, NTP, SNMP etc. via phone and email.</p> <ul style="list-style-type: none"> Assisting customers with Infoblox integration with products from various vendors. Creating internal as well as customer facing KB articles.
2012-10 - 2014-12	<p>Sr Consultant, Technical Support</p> <p>Sutherland Global Services</p> <p>Worked at Sutherland Global Services as a Tier-2 Technical Support Consultant for the client McAfee.</p> <p>Roles and Responsibilities</p> <ul style="list-style-type: none"> Assisting customers of McAfee home antivirus products with technical issues over phone, chat and email. Handling technical escalations. Providing training and guidance to Tier-1 Technical Support consultants regarding McAfee products and Operating Systems.
Education	
2009-05 - 2012-04	<p>Baselius College / Mahatma Gandhi University</p> <p>Bachelor of Commerce - 2012</p>