

PRAGYA SHUKLA

Contact: +91-9312114504

E-Mail: shupragya@gmail.com



JOB OBJECTIVE

Seeking senior level assignments in IT Security & Technical Management Team

PROFILE SUMMARY

- A competent professional **almost 15 years** of experience in:
Network Security Design Network Security Management Networking Operations Client Servicing
Troubleshooting Vendor Management Team Management
IT Administration Security Appliance Installation & Configuration Requirement Gathering
- Presently Working in British Telecom as Senior Technical Manager-Security & PO domain.**
- Earlier associated with Dimension Data India Ltd., Okhla as **Senior Technical Specialist-Security.**
- Possess sound knowledge of **F5 Server Load Balancer**, Infoblox DNS, Arbor for DDOS attacks, McAfee MVM, DAM, DVM, Cisco **ASA firewall**, **IPS/IDS**, **Fortigate FW**, Juniper SRX, Juniper Space, Zscaler Proxy & IBM ISS etc.
- Extensive experience in managing & delivering projects, conducting business analysis to determine requirements and planning for systems implementation at the enterprise scale
- Demonstrated success in leading, motivating and mentoring cross-functional teams in multi-cultural and multi-facility environment in order to maximize levels of productivity, possess strong customer centric approach
- An effective communicator with honed relationship, leadership, planning, coordination and analytical skills with ability to view larger picture, taking business-critical decisions from front to attain business/operational excellence

CERTIFICATIONS

- Pursuing CISSP** (Certified Information System Security Professional), Exam Attempted
- CCIE (Security)** written
- Websense Web security gateway anywhere 101 Certified V7.8**
- Certified Infoblox Core Engineer (CICE) V6.10**
- Certified Infoblox Core Administrator (CICA) V6.10**
- CCNA** Certification in 2005
- CEHv8** Certified (Certified Ethical hacker) by EC Council in **Year 2014**
- ITIL V3** Certified
- Bluecoat Certified Proxy Administrator (BCCPA)** Ver. 3.1.1

- **NetApp Certified Data Management Administrator (NCDA)**, Certificate Id: YR98M1DKKJQQ56FY
- **Microsoft Certified Professional** (Windows 2000 Server)
- Riverbed Technical Sales Specialist Network Performance Management- **RTSS-NPM**
- Riverbed Technical Sales Associate Network Performance Management- **RTSA-NPM**
- Cisco WASS Accelerated Boot Camp (WASSABC-C)
- Diploma- Database Activity Monitoring(DAM 4.2) Overview Technical
- Diploma- Database Vulnerability manager(DVM 4.2) Overview Technical
- Diploma- Database Security (Sentrigo)(Sales)
- FCPA: Foreign Corrupt Practices Act (Partner Certification)
- Green Plantation Certificate- Under ESOPs
- **Awarded by Management (Chief Operating Officer -Dimension data India Ltd.) for different Projects.**
- **Awarded by Vice president-BT Security for Team Building Initiation**

CORE COMPETENCIES

- Design & Implementing business development plans for achievement of organizational goal in terms of revenue and profitability targets
- Facilitating IT solutions / product development initiatives involving mapping of business requirements and in-depth evaluation of customer feedback to carry out modifications in product attributes
- Ensuring client/customer satisfaction & coordinating with the client with an objective to maintain fruitful relationship and reach business goals
- Effectuating long-term business directions to ensure maximum profitability in line with organizational objectives
- Exploring business potential & clientele to secure profitable business volumes
- Mapping client's requirements, attending / conducting business user meeting, project planning & scheduling providing them customized business solutions
- Managing entire project operations with a view to achieve business objectives and ensure optimum utilization of available resources

ORGANISATIONAL EXPERIENCE

Aug'2015 - till date & Implementation	British Telecom Global Services, As Senior Technical Manager –Security Design
Feb'09 – Aug'2015	Dimension Data India Ltd., Okhla as Sr.Technical Specialist-Security & ADC
Jul'08 – Jan'09	Networkers Home, New Delhi as Network Security Engineer
Aug'05 - Jul'08	Mahindra & Mahindra Financial Services Ltd., as Associate IT Manager
Apr'04 - Aug'05	Tata Consultancy Services (Tata InfoTech ltd- Competent technology), New Delhi as Network Engineer (Stationed at Reserve Bank of India, Kanpur)
Jul'03 - Apr'04	Satyam on Line (Sify) through CMS Ltd., Lucknow as Network Engineer at kanpur

Key Result Areas:

With British Telecom Global Services,

- **Presently leading 12 members of team & managing UK Banking client providing Network Security Designing & Implementation Support across APAC/UK Region.**
- **Dealing in ASA FW, Juniper SRX, Fortigate/ Skybox/Juniper Space, Zscaler Cloud Proxy, & F5 LTM**

With Dimension data India Ltd.

- Executing network security measures to protect data, software & hardware
- Efficiently handled & Actively involved in the installation and troubleshooting of security related issues in Arbor, McAfee, Riverbed Steelhead, Cascade, Infoblox DNS, Cisco ASA, IPS/IDS, PIX, Infoblox, Juniper, Fortigate, F5 Server Load Balancer, Link Controller, Bluecoat, etc.
- Undertaking promoting activities to create security awareness within the organization
- Examining firewall activity and identifying potential unauthorized computer hacking & access
- Administering the operations related to network configuration with firewall devices
- Handling firewall equipment installation, up-gradation & configuration
- Resolving performance bottlenecks & ensuring maximum network uptime
- Rendering support in the designing & implementation of large networks
- Problems pertaining to performance tuning, network administration, application conflicts and System/IOS Bugs
- Preserving the directory including security domains, user profiles & other resources on the network

Highlights**With Networkers Home**

- Providing onsite support to the clients in relation to the maintenance of hardware / software
- Troubleshooting of:
 - Firewalls, LAN/WAN connectivity issues.
 - Routers-3600, 2600, 2800, 2500 Switches-3550, 3560, 2950
 - Layer Three Catalyst (Series 8540, 4003 & 3524) and Other Networking Equipment
 - Cisco 3500, 2950 Switches, 2600 and 3600 & 7200 Routers, ISDN Lines & Lease Lines

With Mahindra & Mahindra Financial Services Ltd.

- Played a stellar role as Regional In-charge of UP. (Lucknow/Kanpur), MP. (Gwalior) & Jharkhand
- Mentoring a team of 14 members situated across states like UP, MP & Jharkhand
- Building DC for 84 branches & connected to head Office for real time updation
- Completed a revolutionary project of handheld devices implemented across 84 sites
- Providing technical training to IT & Operation staff to dealing with new changes
- Got award for Best Negotiator (Vendor management) for 3 years in a row

TECHNICAL PURVIEW

Networking Equipment:	Cisco ASA-5500 Se, IPS/IDS, WASS, ACS, Riverbed Steelhead, Cascade, Infoblox, Juniper SA2000, Juniper SSG, Juniper NSM, Fortigate 3810A, 310B UTM, ARBOR PeakFlow, , Bluecoat Proxy, IBM ISS, MacAfee Vulnerability Manager, Database Activity Monitoring, NSP IPS, F5BigIp Server Load Balancer, F5 GTM, Netapp Data Storage, Link Controller & Firepass for SSL VPN, Routers 1700se, 2500se, 2600se, 2800se, 3600se,3800se; Switches 8500se, 4003se, 1900se,2900se, 3500se; VPNs Concentrators of 3000se; Cisco PIX 500se
Protocols:	OSPF, EIGRP, RIP, RIPv2, IGRP, DEFAULT and STATIC routes, IPv6, OSPFv3, GRE, Filtering, Redistribution, Summarization and Other Advanced Features

EDUCATION

2011 **Executive MBA** from NIMT, Delhi, Vinayaka Mission University, Tamilnadu with First Division.

2000 B.Sc. from C.S.J.M University Kanpur UP with First Division

PERSONAL DETAILS

Date of Birth: 21st November, 1980
Present Address: 6C, Surya Vihar, Dundahera Village, Gurgaon, Haryana, PIN-122016.
Permanent Address: House No.108/50, Gandhi Nagar, P.Road, Kanpur, UP, PIN-208012
Languages Known: English & Hindi
Nationality: Indian
Marital Status: Married
No. of Dependents: 4
Aadhaar No. Available on request
Passport Details: Available on request
Visa Details: NA
Driving License Details: Available on request
Hobbies: Driving, Singing, Playing Cricket, Technology Learner, Spiritual Seeker
Other Profession: Vaastu Expert (www.vedikvaastu.com)

PROJECTS Details (Highlights)

Title: Proctor & Gamble In-life & New Design Implementation
Client: Proctor & Gamble
Duration: 2 year 4 Months
Environment: F5 LTM, GTM, Juniper FW, ASA, Space,
Designation: Technical Designer for NA & LA Region
Description: Managing EBP & BAU Security Design requests.

Title: DNS Security Solution
Client: Bharti Airtel
Duration: 2 Month
Environment: F5 LTM, GTM, AFM (Advance Firewall Manager) & Infoblox Servers
Designation: Project In-charge
Description: The project was executed to detect & Mitigate DDOS attack on Unified DNS (ANS/CNS) for Bharti Airtel clients.

Title: Unified DNS
Client: Bharti Airtel
Duration: 10 Month
Environment: Routers, F5 LTM & Infoblox Servers
Designation: Project In-charge
Description: The project was executed to implement Unified DNS (ANS/CNS) for Bharti Airtel Internal clients.

Title: McAfee Web Proxy Load balancing & securing network from unwanted threats.
Client: Genpact India, 3 sites
Duration: 2 Month
Environment: F5 LTM & McAfee Proxy, Symantec DLP & Cisco Switches
Designation: Project In-charge
Description: McAfee Web Proxy Load balancing with ICAP integration with Symantec DLP on **f5 Bigip LTM**

Title: Pix to ASA-X series migration

Client: Bharti Airtel
Duration: 1 Month
Environment: PIX & ASA X SE
Designation: Project In-charge
Description: The project was executed for Bharti Airtel Broadband customers.

Title: Database Security
Client: AVAYA India
Duration: 1 Month
Environment: McAfee Vulnerability Manager & Database Activity Monitoring
Designation: Project In-charge
Description: The project was executed to find the vulnerability to secure & monitor the Database Servers.

Title: DDOS Attacks
Client: CERT India **(For Common Wealth Games)**
Duration: 2 Months
Environment: ARBOR PeakFlow & X-Controller
Designation: Project In-charge
Description: The purpose of the project was to protect & secure the network process & mitigate the DDos Attacks.

Title: Intrusion Prevention
Client: KPMG India Ltd.
Duration: 1 Week
Environment: AIP-SSM Modules installation on Firewalls (ASA5520/5540) in 9 locations of India
Designation: Project In-charge
Description: Understanding the traffic flow & execute in production environment.

Title: Disaster Recovery data Center
Client: Universal Oil products (Honeywell Company)
Duration: 1 Month
Environment: DR Site Implementation, Firewalls (Juniper), Routers & Switches, McAfee NSM & IPS
Designation: Project In-charge
Description: The project involved Network Designing & Implementation for SSL VPN users.

Title: Perimeter Security
Client: GMR Dial (Delhi International Airport)
Duration: 1 Month
Environment: Fortigate Firewall
Designation: Project In-charge
Description: The project was executed to protect & secure the network process.

Title: Server Load balancing
Client: Ranbaxy, Gurgaon
Duration: 10 Days
Environment: F5 Server Load Balancer
Designation: Project In-charge
Description: The project was executed to install the LTM to balance web & indexing servers.

Title: Perimeter Security
Client: INFOSYS (CRIS), Centre for Railway Information System, New Delhi
Duration: 1 Month
Environment: CISCO ASA Firewall & Switches Installation
Designation: Project In-charge

Description: The project was executed to protect & secure the network process

Title: Perimeter Security & Log collection

Client: Godfrey Phillips India ltd.

Duration: 1 Week

Environment: Fortigate Firewall, Forti analyser

Designation: Project In-charge

Description: The project was executed to protect, secure & report the network process.

Title: Perimeter Security & VPN Solution

Client: Deakin University (Australia), India office

Duration: 1 Week

Environment: Juniper Firewall, Switches, Port Authority & Modems

Designation: Project In-charge

Description: The project was executed to protect & secure the network process

Title: Business Device Implementation

Client: Mahindra & Mahindra Financial Services Ltd. (Internal Client)

Duration: 6 Months

Environment: Hand-held Wireless Device-Visiontek

Designation: Project In-charge

Description: The project was primarily executed to deploy the machine across MP Region (20 cities) & provide Training to the users.