Shubham Niranjan

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Summary

Experienced NOC Engineer with 3 years of experience supporting network and server infrastructures for multi-client environments. Skilled in proactive monitoring, incident management, and infrastructure optimization using Kaseya VSA, ConnectWise Automate, LogicMonitor, and Zabbix. Trained in AWS Cloud fundamentals, Linux administration, CI/CD pipelines, and container technologies. Passionate about Cloud technologies and actively contributing to the tech community. Preparing for AWS Certified Cloud Practitioner certification.

Skills

Monitoring Tools: Kaseya VSA, LogicMonitor, ConnectWise Automate, Zabbix
Ticketing Systems: ServiceNow, ConnectWise Manage, Jira, Freshdesk, ZenDesk
Networking & Infrastructure: Cisco Routers/Switches, Fortinet Firewalls, Meraki Devices, AS400 Systems
Virtualization: VMware ESXi, Hyper-V
Cloud Platforms: AWS (focus), Azure (basic)
DevOps & Automation Tools: Linux, Bash, Jenkins, Docker, Kubernetes, Azure DevOps
Operating Systems: Windows Server, Linux (Ubuntu, CentOS)

Professional Experience

Associate Systems Engineer   ProVal Technologies, Noida, India
June 2023 - Present

- Managing network/server infrastructures for clients like Coretelligent, Verinext, Worksmart, and Anteriad.
- Monitored 100+ servers using Kaseya VSA, LogicMonitor, and Zabbix, ensuring 99% uptime across critical systems.
- Supported Cisco, Fortinet, and Meraki devices for client networks; troubleshooting network outages and device failures.
- Handled escalations and critical production tasks on AS400 systems.
- Used ServiceNow, ConnectWise Manage, Jira, and Freshdesk for incident/ticket management.
- Collaborated on RCA (Root Cause Analysis) documentation and client reporting.
- Familiarity with cloud environments (AWS EC2, S3, IAM basics) and cloud migration concepts.

Technical Support Engineer   Tech Mahindra, Noida, India
May 2022 - June 2023

- Provided L1/L2 support for Netgear networking devices (routers, switches, IP phones).
- Assisted clients with installation, configuration, and troubleshooting via phone and email support.
- Recommended networking solutions based on client requirements, improving customer satisfaction rates.
- Maintained a first-call resolution rate of 90% for technical issues.

IT Support Executive   Policybazaar.com, Gurugram, India
Dec 2021 - Mar 2022

- Supported sales teams by troubleshooting IT issues (workstations, IP phones, CRM tools).
- Set up and maintained workstations and ensured reliable system performance.
- Assisted with software installations, updates, and initial configurations.

Certifications

- AWS Certified Cloud Practitioner (In Progress)

- Cisco Certified Network Associate (CCNA) (Completed)

- Cisco Certified Network Professional (CCNP) (Training Completed)

Education

Bachelor of Technology (B.Tech) in Electrical Engineering
Dr. A.P.J. Abdul Kalam Technical University, Uttar Pradesh, India
Graduated: 2020

Projects & Community

- Sharing cloud technology knowledge and DevOps insights through LinkedIn and social platforms to help beginners.

- Completed a 1-year Post-Graduate Program in Cloud Computing and DevOps (Intellipaat), gaining exposure to Linux, Bash, Jenkins, Docker, Kubernetes, and Azure DevOps.

- Aspiring AWS Community Builder, actively engaging with cloud communities.