**K.SRIKANTH**

**Email Id:** [**srikanthkkonireddy@gmail.com**](mailto:srikanthkkonireddy@gmail.com)

**Contact No: +91-9742667616**

**PROFESSIONAL EXPERIENCE SUMMARY:**

Having total 5 years of IT experience in Cisco and Avaya IP Telephony UC products version upgrades including vulnerability management and remediating.

* Network Operations analyst in Wells Fargo India Solutions Pvt Ltd, Bangalore from October 2017 to till.
* Avaya Implementation engineer in DXC technology (Merger of CSC and Hewlett Packard), Bangalore from October 2015 to September 2017.
* Avaya support engineer in Hewlett Packard Enterprises India solutions, Bangalore under the payroll of Magna info tech (division Of Quess Corp Limited) from May 2015 to October 2015.

**Domain Experience:**

Cisco and Avaya Unified communication products upgradation and vulnerability management.

**Work Experience Summary:**

**Voice Engineering Services (Cisco Voice Engineer IPT).**

Role: Network Operations Analyst 2

Wells Fargo EGS (INDIA) Private limited (October 2017 – Present)

**Area of Responsibilities:**

* Upgrading and installing the cop files on call manager servers from CUCM GUI and also familiar with installing cop file from secure CRT.
* Handling the Cisco IP Phone firmware upgrade for various phone models.
* Monitoring RTMT tool and performing checks for phone summary and device summary for registered phones, alerts suppression from RTMT during the scheduled change.
* Creating new Hunt group number in Cisco unified communication manger as per the request.
* Creating the Extension mobility profiles and subscription for the end user in CUCM by BAT upload.
* Creating the new users and voicemail profile for the users by BAT upload.
* Removing the un-registered phones from CUCM by BAT upload.
* Handling the hard coding for the Cisco IP-Phones.
* Verifying the number of used licenses from Cisco Primary License manager as part of the Capacity report.
* Working on the IP-Phones daily hardware discrepancy report.
* Working with the project coordinator to get the requirement for the assigned BAT tasks.
* Creating a Change requests for the assigned task to get the approval from all the managers and supporting LOB’s for the approved maintenance window to perform the task.

**Key Projects & Summary:**

**Project 1:** **Cisco CIMC upgradation and ESXI patching**

**Summary:** Project is to upgrade the ESXi and Cisco Integrated Management Controller (CIMC) for A1 cluster to remediate the bugs and vulnerabilities in code to manage the servers under compliance.

**Project 2:** **Cisco Voice servers, Cisco Unity and CER upgradation**

**Summary:** Upgrading the Cisco Voice Servers to the recommended versions and cop files to remediate the bugs and vulnerabilities in code to manage the servers under compliance.

**Project 3:** **Creating SIP Trunk in Cisco Call Manager**

**Summary:** Project is to create new Sonus SIP trunk in call Manager to test the routing and to complete pre requirements as part of the CME site Migration to the Cisco Call Manger.

**Project 4:** **Drift standardization**

**Summary:** Updating the settings and configuration in Cisco call manger, Unity and CER as per the Wells Fargo standardization**.**

**Project 5: Updating NTP and DNS Settings**

**Summary:** Updating the recommended DNS and NTP service endpoints available for use by all enterprise network devices in Cisco Call Manager

**Previous team and Project:**

**Dealer Services (Avaya Unified communications vulnerability management and Implementation)**

**Project summary:**

* Responsible for tracking the Avaya security advisories and identifying the CVE affected products and opening the Patch action forms for internal tracking and notifying to the team and management about the affected vulnerabilities of various installed Avaya Products.
* Daily tracking the Avaya support site for new released SW/FW’s to install RPM packages on Avaya products( System platform, CM, AEP, AES, Avaya Aura Messaging) to remediate risk of affected CVE’s.

**Area of Responsibilities:**

* Handling the responsibility of taking the backup and performing the scheduled reboots of Avaya products AES, CM, System platform, Avaya Aura Messaging.
* Responsible for handling the password changes on CM & System Platform and Media gateways as a part of the Password Management.
* Client Management - Key contact for new releases for Avaya products. Monitors and responds to internal service request processes.
* Creating a change request for the projects to install new patches to mitigate the security risk for the affected Avaya products.
* Monitoring the system status, performing daily health checks and verifying alarms for servers.
* Monitoring and Troubleshooting identified alarms and errors on CM, Major and Minor alarms.
* Performing patch upgrades on CC products (AEP, AES).Handling the CMS backup and verifying the reports.

**Previous Work Experience:**

**DXC.technology (Merger of CSC and Hewlett Packard Enterprises)**

Client: Avaya

Role: Avaya Support Engineer - May 2015 to October 2015 under payroll of magna InfoTech (division of Quess Corp Limited.)

Role: Avaya Release Management Implementation Engineer – October 2015 to September 2017.

**Project Summary:**

Managing and upgrading the Avaya UC Products like Communication manager, System platform, AES patching, System manager, Session manager, Media gateways and TN circuit pack firmware upgrade for various customers during the contract period.

**Area of Responsibilities:**

* Monitoring the system status, performing daily health checks and verifying alarms for servers.
* Monitoring and Troubleshooting Reported Incidents on CM, Major and Minor alarms
* Performing patch and server upgrades on UC and CC products
* Performing schedule reboots on Avaya System platform, CM, AAM, and AES as per recommendations
* Upgrading CM, MG, MM, System platform, SM, SMGR, TN Packs, and AES
* Customer Management - Key technical contact for new releases for customers. Monitors and responds to internal service requests and work orders.
* Managing all kinds of TN Circuit Packs cards including IPSI, VAL, CLAN, Media Processor and DS1cards.
* Upgrading various Media servers, Media gateways, TN Circuit packs and IP phones.
* Handling the backup maintenance of AES, Communication Manager, System platform, MG, SMGR.
* Worked on CM, AES, AAM (Avaya Aura Messaging), MG, SMGR, System platform Upgrades
* Verifying the communication manager health status and checking the logs on CM
* Adding media-gateways to the Communication manager
* Adding SIP users, entities and entity links in system manager
* Interacting with Customers and providing best service throughout the contract period.
* Participating in internal trainings provided by Avaya.
* Health checks and Capacity on UC products.
* Providing root cause analysis for major outages.
* Backup configuration on Avaya UC products.
* Password Management on CM & System Platform.

**Higher Academic Details:**

* Bachelor of Technology (Electronics and Communication Engineering) from HITS College under JNTUK, Eluru, Andhra Pradesh in 2013.

**TECHNICAL FORTE:**

* Intermediate in MS Excel, MS Word
* Knowledge on basic Linux, VMware, GIT Hub
* Installation of Linux and installation of VM's on VMware work station and ESXI.

**DECLARATION:**

I do hereby declare that the information provided above is true to the best of my knowledge.

Date :

Place : Bangalore (K.SRIKANTH)