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To excel in the field of networking by keeping up to date with the cutting edge technologies governing the IT arena, and to add value and substance to the company's aim and objectives.

## Certification Acquired

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- Cisco Certified Network Associate (CCNA Routing and Switching)

## Profile Summary

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- A result oriented professional having experience in Network Administration.
- Experienced in analyzing information system needs, evaluating end-user requirements, custom-design solutions, troubleshooting for complex information systems management.
- Skilled in ensuring a high-quality customer experience, elevating customer satisfaction, while adhering to the SLAs and processes.
- Effective communicator & negotiator with strong analytical, problem solving and organizational abilities
- Resolving Link flap/Node down alerts with co-ordination of service providers (SingTel, Star hub)
- Daily Checklist of LAN/WAN devices/links & timely escalation to senior engineers regarding circuit downtimes or hardware failure.
- Responsible for any change in Customer Network
- Interacting with ISP and other Service Providers.
- Assisted in the network designing and implementation of the network (LAN and WAN) troubleshooting network problems and conflicts.
- Hands-on experience of LAN switching technologies: STP, VTP, VLAN and Trunks.

## **Technical Skills**

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### **Technologies:**

- TCP/IP/IPv4 Addressing
- Switching and Routing Protocols
- WAN Technologies
- VPC and VSS
- F5 – GTM/LTM Load balancers
- Cisco/Nexus/Arista/IBM/Lenovo Devices
- Check Point/Palo Alto/Juniper/ASA Firewalls

### **Devices Handled:**

- Cisco 2900, 2951, 2960, 3560, 3650, 3750, 4500, 6500 switches etc.
- Cisco 2911, 2921, 3945, ISR 4331, 7200 and ASR 9000 routers etc.
- Cisco Nexus 2K, 5K, 7k switches.
- Cisco WLCs/APs
- F5 – GTM/LTM- 1600/3600/2000/4200
- Arista – A7010/A7050/A7150
- Firewalls – Check Point/ASA/Juniper/Palo Alto

### **Monitoring Tools:**

- HP NNM
- Solar Winds
- CA Manager

### **Ticketing Tools:**

- True sight
- BMC Remedy Tool

### **Applications:**

- Info blox
- Cisco Works

## **Troubleshooting:**

- LAN & WAN Troubleshooting.
- Troubleshooting Inter-connectivity between devices.
- Troubleshoot routing protocols, IP addressing, Access-List.
- Troubleshoot VLAN and Switching.
- Troubleshoot issues related to Metro-Ethernet and NSP.

## **Work Experience**

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**Company Name** : HCL Training and Staffing Services (HCL)  
**Project** : Singapore Exchange Limited  
**Designation** : Associate (Network Engineer)  
**Experience** : December 2013 – May 2014 (Classroom training in HCL Manesar)  
May 2014 – August 2014 (On Job training in HCL Noida)  
August 2014 – May 2016 (HCL Noida)

## **About Project:**

Singapore Exchange Limited is an investing holding company located in Singapore and provides services which include securities and derivatives trading and others. SGX is member of the world federation of exchanges and Asian stock exchange.

SGX Operates several different divisions like- ETS(Electronic Trading System), DT(Derivatives Trading), ST(Securities Trading), DC(Derivatives Clearing), SGX Asia Clear, SGX Reach and so on.

## **Key Responsibilities:**

- Technical Systems Infrastructure Engineer supporting 1200+ devices between two 24x7 Data Centers
- Possess knowledge of tools like Cisco Works, BMC Remedy
- Handling network nodes monitoring on NMM
- Providing troubleshooting on network related alerts using Jump host/Xceedium by running various networking commands & escalated to the vendors like SingTel /Star hub (ISP)
- Checking the alerts on HSRP state change & interface on network devices
- Monitoring the flaps observed on Routers/Switches

- Fetching bandwidth reports from NNM for different router & switches & resolving network incidents
- Driving Incidents to resolutions on technical bridge meetings
- Investigate the latency issues while accessing the web links (Intranet & internet) with the coordination of concern teams
- Co-ordinate with Cisco team to troubleshoot the issues related to network equipment's
- Co-ordination of vendors assisting with on-going TAC cases
- Configuration of routers and switches
- Management of around 1000 members coming for Trading via MPLS, Metro Ethernet, NSP and VPN.
- Some members having single homed (Backup ISDN) and most are dual homed, we have provided routers to the members but switches are managed locally by themselves. VPN user's routers and switches are member owned and managed locally by them.
- Two Data Centers PDC and SDC in Singapore only and two big campus named in SGX Center and VISTA.
- Addition/ deletion of member node in NNM/ Cisco works
- Planning of changes and implementation on weekend
- Designing & implementing Campus Network Switching over Access, Distribution & Core Switches.

**Company Name** : Wipro BPS  
**Project** : IMG Networks Operation Center  
**Designation** : Senior Executive  
**Experience** : June 2016 – September 2016

### **About Project:**

Wipro BPS is a Global leader in providing next generation business process services to global enterprises. IMG NOC (Infrastructure Management Group Networks operation center) is dedicated to Networks which takes care of network connectivity of Wipro BPS and Wipro Technologies around the globe in 31 countries. It is 24x7 operations through one standardized global process.

At Wipro Business Process Services (BPS) we understand this changing need of customers, and our aim is to delight you through a combination of operational excellence, industry expertise and transformation capabilities. The operational excellence comes from our experience of partnering with multiple global clients over the years, and the industry expertise is based on our focus in select industry verticals at Wipro.

### **Key Responsibilities:**

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- Router configuration, routing for new customer using static routes and OSPF with troubleshooting.
  - Centralized Managing of all internet Gateways with Uplink Service Providers all over the Globe.
  - Taking monthly router backup, changing password for security purpose.
  - Managing around 5000+ Network Devices regarding their downtime, card installations, taking backups, password changes on regular basis.
  - Implementation of standard & extended Access List to secure network.
  - Configuration of VLANs, Inter-Switch communication & VTP.
  - LAN & WAN Troubleshooting.
  - Troubleshooting Inter-connectivity between devices.
  - Troubleshooting routing protocols, IP addressing and Access-List.
  - Providing Complex Network Solutions as per customer requirement, do dual validation for Significant Impact changes. Prepare Fallback configuration guidelines for all the changes and take post test after implementation.  
Handled all aspects of networking and technical troubleshooting within the organization as being a part of the Centralized Network Operations Center.
  - Controlling network faults, performing Root Cause Analysis of Faults, Discussing Permanent Corrective Actions with various stake holders and implementing the routing and optimization plans.

**Company Name** : HCL ISD (Comnet)  
**Project** : SGX  
**Designation** : Senior Specialist  
**Experience** : December 2016 – Till date

### **About Project:**

SGX is member of the world federation of exchanges and Asian stock exchange.

Singapore Exchange Limited is an investing holding company located in Singapore and provides services which include securities and derivatives trading and others.

SGX Operates several different divisions like- ETS(Electronic Trading System), DT(Derivatives Trading), ST(Securities Trading), DC(Derivatives Clearing), SGX Asia Clear, SGX Reach and so on.

**Key Responsibilities:**

- Driving Incidents to resolutions on technical bridge meetings
- Investigate the latency issues while accessing the web links (Intranet & internet) with the coordination of concern teams
- Co-ordinate with Cisco team to troubleshoot the issues related to network equipment's
- Co-ordination of vendors assisting with on-going TAC cases
- Responsible for network implementation as per design requirements of customers
- Troubleshooting network problems
- Configuration of routers and switches
- Management of around 1000 members coming for Trading via MPLS, Metro Ethernet, NSP and VPN.
- Some members having single homed (Backup ISDN) and most are dual homed, we have provided routers to the members but switches are managed locally by themselves. VPN user's routers and switches are member owned and managed locally by them.
- Two Data Centers PDC and SDC in Singapore only and two big campus named in SGX Center and VISTA.
- DWDM links which provides connection between high end core devices.
- Coordination with ISPs named SingTel and Star hub, provides primary and backup link connectivity respectively
- Designing & implementing Campus Network Switching over Access, Distribution & Core Switches.

**Education Summary**

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Education	Course	Institute	Board and University
Professional	B Tech in Electronics and Communication Engineering	Ambala College of Engineering and Applied Research, Devsthali (Ambala)	Kurukshetra University
Academic	XII	K.V.NO.3, Gandhinagar Cantt, Gujarat	C.B.S.E
Academic	X	K.V.NO.3, Gandhinagar Cantt, Gujarat	C.B.S.E

## Other Skills

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- Take initiatives and work independently or as part of a group.
- Well organized and can meet deadlines.
- Flexible attitude and adaptable to different situation.
- Prepared to undertake greater responsibilities and accept fresh challenges.

## Personal Information

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- Date of Birth : 03 December 1990
- Father's Name : Mr. Singh B
- Gender : Male
- Marital Status : Unmarried
- Languages Proficiency : English, Hindi
- Blood group : B+

(Vikas Saini)