Ajit Kumar Singh

PROFESSIONAL SNAPSHOT

- 4 years of IT / ITES experience in networking infrastructure, implementation, support, troubleshooting varied range of products that includes Cisco catalyst switches 2900 / 3500 / 3700 / 3800, ASR 1000, Cisco routers 880 / 1900 / 2900 / 3900 / 4300, D-Link and Meraki, VPN devices, Meraki Wireless Controller 2500 and Access Points 1200, 1500, 3600 and 3700.

- Excellent experience in configuration, troubleshooting and support of networking environment with multiple monitoring tools as Cisco Prime, Net Profiler and PRTG.

- Proficient in managing & delivering Networking Administration for international clients; Understands complex matters of significance and coordinate the implementation of the approved course of action.

- Excellent interpersonal, communication and organizational skills with proven abilities in team management and planning.

WORK EXPERIENCE

Client:	**UNHCR**
Role:	Network Administrator
Description:	The project involves supporting, troubleshooting and migration activity of UNHCR network consisting mainly of Datacenter in Geneva and Budapest each and more than 450 sites across the world

Key Deliverables:

- Implementation, configuration, and troubleshooting of LAN, WAN with Meraki Nexus, ISR, ASR, Catalyst Routers/Switches and WLC.
- Excellent experience in Meraki Deployment, Trouble shooting and Implementation.
- Configuring and implementation of enterprise WPA2 based wireless infrastructure troubleshooting wireless issue. Wireless Setup at location based on configuring SSID's, security parameters and Cisco AP's 1200, 1550, 3602 and 3702.
- Preparing RCA of major network outage incident
- Configuration and troubleshooting of with routing protocols OSPF, EIGRP & Static Routing.
- Troubleshooting the LAN, WAN and WLAN issues in enterprise network such as link down, packet drop, internet, port issues and corporate application issues.
- Recommending and implementing service improvement plans for reducing network outage
- Involved in hardening numerous backup/redundant spare Cisco 3750 and 3850 switches (VLAN, AAA, NTP, STP etc.) to be connected to network in multiple sites in case of hardware failure
- Troubleshooting network/server slowness issues and asymmetric routing
- Generating and monitoring of reports from PRTG WAN and LAN links, upgrading IOS on routers & switches remotely
- Configuring new Links and branch routers with IOS upgradation, NAT, Route-map and Zone Based Firewall Configurations
- IPSec DMVPN tunnel over public network. S2S VPN for remote sites and SSL VPN for remote connectivity for end users.

- Configuring and Maintaining the AAA (Authentication Authorization, and Accounting) for access servers and network devices (ISR, switches and WLC's)
- Updating network inventory on commissioning/decommissioning of network devices
- Configure and Troubleshoot VLAN, VTP, STP and RSTP. Configuring switches/stack switches with VLANs and spanning tree and switching operations.
- Raise case with Cisco TAC and coordinate for issue resolution
- Responsible for daily operations, Client Interaction and single point of contact during the shift – handled escalations independently
- Handling customer booked incident, change request and planned works in ticket tool as Remedy, LANDesk, E-helpline.
- Prepared SOP's and Knowledge based portals on certain topics where human error is likely to happen.
- 24x7 L1 and L2 technical support for advanced solution delivery. Responsible to resolving trouble-tickets raised by clients through phone, email or remote access

CREDENTIALS

EDUCATION:

Bachelor of computer application from Usha Martin Academy Ranchi JharkhandIn 2014 with 75 percent

Academics:

- **X** - CBSE in 2009 with 69.06%
- **XII** - CBSE in 2011 with 59.06 %

Technical:

- **Operating System:**   Windows, UNIX, Cisco IOS-XE
- **Cisco Router:**   881, 2600, 2900, 3900, 4300
- **Cisco Switches:**   2960, 3560, 3750, 3850,
- **Routing Protocols:**   Static, EIGRP, OSPF, PPP
- **Switching Technologies:**   VLAN, VTP, STP, HSRP, Ether channel, 802.1Q,
- **Other Technologies:**   VPN, QoS, , IPSec, DMVPN, NAT, Net Flow
- **Management:**   SNMP
- **Network Tool:**   Cisco Prime, PRTG, Net Profiler, Wireshark
- **Authentication Tool**   Cisco ISE
- **WLAN Controller**   2504, 5504
- **Access Points**   1200, 1550, 3602, 3702, 3850
- **Infrastructure services**   DHCP, DNS, SMTP, FTP and TFTP
- **Meraki**

Management   ITIL training
- **Ticketing Tool**   BMC Remedy ServiceNxt, ServiceNow and E-Helpline