# Rajan Kumar

## PROFESSIONAL SNAPSHOT

B. Tech in Computer Science and Engineering with 3.5 years of experience in end-to-end implementation of IT infrastructure, System and Network administration (WAN & LAN) and providing initial incident support.

- Worked with Future Supply Chain Solutions Ltd as IT Assistant (Regional IT).
- Currently working with Wipro Technology as Project Engineer.
- CCNA Certification (Cisco ID-CSCO12813549).
- Certified Advance Diploma in Computer Hardware & Network Management at Central Tool Room & Training Centre, Bhubaneswar.

- Successfully upgraded FortiWiFi 50E Firewall firmware at all over India.
- Successfully migrated the domain from Pantaloons to Future group for Karnataka region in a record 10 day.
- Established IT infrastructure, system configuration and network implementation at the below sites
  - o FCL & Patanjali
  - o FSC express Hub
  - o Heritage Retail
  - o Sangam Retail

## WORK EXPERIENCE

Client:          Ujjivan small finance Bank
**Role:**          Network Administrator

**Key Deliverables:**

- Responsible for Network monitoring, Configuration, Troubleshooting and providing initial incident support for all over India that includes more than 700 Branches and HO, RO etc.
- Liaised between the ISP Team / vendor for smooth operations.
- All Links are monitoring through "CA Spectrum Infrastructure Management" tools.
- DC / DR link utilization is monitoring through "Network flow analysis" tools.
- Responsible to resolve the network Trouble-Tickets at "CA Service Desk Manger "tool.
- Configuration & Troubleshooting of branch Firewall (FortiWiFi 50E) & Switches (Cisco 2960) all over India.
- We are providing daily, weekly, Monthly Report as per client SLA.

**Client:**          **Future Group**
**Role:**          Network Administrator

- Responsible for IT (System & Network) support for Karnataka regions that includes more than 20 formats like Big Bazaar, Heritage and Brand Factory etc.
- Troubleshooting branches remotely, logging call with ISP & NOC Team on higher priority and escalating to Vendors to restore the link.
- Responsible for Network monitoring and troubleshooting in 10 MPLS Locations & 20 Broad band Location in Karnataka.
- Responsible for Resolving Trouble-Tickets, raised by User through phone, email or remote access & tool.
- Provided remote support to on-site engineers and end users / customers during installation.
- Configured various networking devices including routers & Switches.

## CREDENTIALS

**EDUCATION:**

Bachelor of computer application from BPUT (NMIET, Bhubneshwar) 2014

**Academics:**

- **X** - CBSE in 2009
- **XII** - CBSE in 2007

**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