## **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
  + FCL & Patanjali
  + FSC express Hub
  + Heritage Retail
  + 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