**Full Name**

[E-mail](mailto:akankshabansal78@gmail.com) / Phone No. / Address

## **Professional Summary**

Experienced and proactive Network Engineer with a demonstrated history of enhancing network functionality and ensuring uninterrupted operations. Equipped with 3 years of proﬁciency in routing, switching, and resolving intricate infrastructure issues. Proﬁcient in overseeing critical cases, tickets and cultivating partnerships with clients, providers, and internal departments. A proven achiever in optimizing network performance and driving success.



## **Skills**

Routing (BGP, OSPF, IS-IS, MPLS, HSRP/VRRP, IPSEC, SNMP), Network Security, Switching, Infrastructure automation (Python), Network management tools (SolarWinds, ServiceNow), Continuous improvement and user experience enhancement, Team Handling: Coordination during incidents, Multiprotocol Label Switching, Incident Management, Root Cause Analysis (RCA), Technical Documentation, Customer Support Experience



## **Experience**

**Network Engineer- Integrated Operations**

XYZ Pvt Ltd • Gurugram, Haryana 06/2022 - Present

Conducting initial and full fault diagnostics to proactively and reactively resolve customer issues. Troubleshooting MPLS, BGP, and OSPF protocol-related issues.

Responding to alarms and alerts detected through SolarWinds and OCEANE monitoring tools. Managing SD-WAN Fortinet and handling data and control plane issues.

Facilitating technical crisis bridges during major incidents, ensuring timely communication with stakeholders. Performing technical escalations per customer SLAs and company procedures.

Collaborating with cross-functional teams to design and implement network upgrades, increasing network efﬁciency by 15%.

Providing technical support and troubleshooting for network-related incidents, resulting in a 30% decrease in ticket resolution time.

Executing changes with clear identiﬁcation of risks and mitigation plans.

Establishing monitoring for client infrastructure to identify and address issues proactively. Leading and managing initial client escalation for operational issues.

Managing IP Transit and Internet Peering routing.

Applying advanced troubleshooting techniques to provide tailored solutions. Driving customer communication during critical events.

Writing tools/scripts to assist the team.

# **Network Engineer Level I**

XYZ Pvt Ltd • New Delhi 07/2021 - 06/2022

Validated alerts and escalating issues to appropriate IT technicians for further investigation.

Conducting client-side troubleshooting and maintaining end-to-end connectivity in a 24/7 working environment. Performing routine health checks and automated monitoring to secure quick detection of service-affecting issues. Working in a ﬂexible schedule NOC 24/7/365.

Handling incident and ticket management, documenting technical investigations, and facilitating efﬁcient incident resolution through clear documentation and collaboration.

Conﬁguring and maintaining network infrastructure including routers, switches, and ﬁrewalls to ensure optimal performance and security.

Implementing network monitoring tools to proactively identify and resolve network issues, reducing downtime by 20%.

Leading projects that improve support-related processes and customer technical support experience. Partnering with AWS teams to help reproduce and resolve customer issues.

## **Education**

# **Economics**

Shivaji College, University of Delhi • New Delhi, Delhi 05/2019



## **Certificates**

Cisco CCNA Trained, RHCSA RedHat Trained



## **Strengths**

Problem-Solving Skills Fast learning Troubleshooting Skills Network Design Communication Abilities Customer Focus

Ability to Learn New Technology Quickly Handling Ambiguity



## **Hobbies**

Canvas Painting Reading and Learning Capturing moments Technology Enthusiast