

Team Lead/ Manager



Sudhakar B

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Objective

Keen on joining an organization where my knowledge would make effective contribution and add value to the company's growth; while enhancing my skills.

Professional Experience

A skilled IT professional with experience of around 7 years in integrating stable and scalable network infrastructure, and managing workplace environments. I have strong interpersonal communication skills, highly successful at problem prevention and resolution with a focus toward realizing a company's Vision through concise and strategic technology planning.

Technical Expertise

Certifications:

Cisco Certified Network Professional (**CCNP**)

Cisco Certified Network Associate (**CCNA**)

Microsoft Certified System Administrator (**MCSA**) 2003

Hardware:

Cisco router 2800,2600,3600, 3745, 7200 VXR Cisco ASA 5520, 5540. Cisco switches 1900, 2950, 3550,3560,4000, 6500 and VSS Switches. BIG IP F5 LTM Load Balancer and Steelhead Appliance Riverbed.

Software:

Cisco Works LMS, CSM, Cisco ACS, Cisco ASDM, IDM, Sitescope, MRTG, Solar Winds, Surf Control, What's Up Gold, and Sniffer, Wireshark Diagnostic tools, Sevone, AppCritical, Voyence.

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Professional Experience

ACS a Xerox company
Date)

(Nov 2009-Till

Information Management Senior Specialist.

- Administration, managing and troubleshooting of Cisco Switches, Routers, Firewalls, F5 BigIP, Riverbed WAN Accelerator and Tipping point IPS.
- Deployment and management of Switches 3750, 4500, 6500, 4948, 3550.
- Deployment and managing cloud based Zscaler Web Filtering system.
- Deployment and management of Cisco Routers 2800, 800, 1900.
- Performed LAN refresh for multiple sites globally by planning and designing the Network Infrastructure for each site.
- Configuring Site to Site VPN, Remote Access VPN on PIX and ASA.
- Part of setting up Cisco VOIP infrastructure. Configuring Qos and other related configurations.
- Part of Setting up Datacenter including WAN, Internet, VPN Infrastructure.
- Deploying Wireless Infrastructure for new sites with Cisco 4400, 5500 WLC and LWAPs. Also have experience on Wireless Control System.
- Deploying Riverbed WAN Accelerator 550 and 1050, 2050, CX, EX series.
- Deploying Tipping Point IPS 210E, 330.
- Managing and troubleshooting of issues on daily basis.
- Performed Disaster Recovery exercise.
- Performing network audit on regular basis.
- Worked on Tools like Sevone, Voyence, AppCritical.
- Documentation and following compliance procedures for any change in network.
- Following ISO20000 & ITIL procedures for incident, problem & change management.

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Wipro Infotech
Blis Information Solutions Pvt Ltd

(May 2009-Oct 2009)
(Dec 2007-April 2009)

Project: i2 Technologies

Network Engineer.

- Part of NOC and Data Center operations team, Supporting WAN and LAN links across the Globe on 24x7
 - Installing and Upgrading of Cisco Router/Switch IOS
 - Enabling and disabling the LAN security
 - Coordinating with vendors/ISPs for any link down, change, upgrade & modification in network
 - Implementation of Vulnerability assessment & Security audit.
 - Documentation and network diagrams.
 - Change Management on daily basis based on SLA
 - Data Center equipments incidents managements.
 - Ensuring proper configuration management, backup management
 - Monitoring Routers (7200), switches (6500), VPN appliances, Wireless APs.
 - Worked on Nortel VPN 3050.
 - Configuring VPN setup.
 - Configuring failover to secondary VPN.
 - Worked on F5 BIG-IP LTM
 - Setting up servers to load balanced by creating Pools, Virtual Servers, Profiles, Nodes, irule, routes, snat.
 - Participated in CISCO VSS (Virtual Switching System) implementation on 6509 Catalyst Switch
 - Configured VSS on Distribution Switches
 - Configured BFD and VSL links
 - Worked on Cisco ASA 5520.
 - Worked on IPS sensors
 - Signature upgradation
 - Engine upgradation.
 - Installed Switchmap tool for our Datacenter switches
 - Participated in implementing WAN optimization using Juniper WXC 500
 - Participated in Upgradation of Datacenter and MDF room Switches
 - Upgraded Datacenter Access switches
 - Upgraded Core, Floor and Server distribution switches
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HP

(Aug 2006-Jan 2007)

Technical Support Engineer.

- To resolve customer queries related to HP and Compaq desktops through chat and email.
- Resolving Windows XP operating system issues.

E4E Inc (Iseva Pvt System)

(Apr 2004-Jul 2006)

Technical Support Engineer.

- To resolve customer queries related to Symantec products through email.
- Worked as L2 for Symantec products where in, I used to handle escalations.
- Was part of Symantec Recovery team. To primary goal of this team were to call customers who were unhappy with the service/product and resolve the issues by efficiently handling the case and gaining the customer's confidence.

Nsoft (I)

(Oct 2002-Oct 2003)

Trainee Hardware Engineer.

Configuring the connectivity of LAN which consist of one NT server and Windows 2000 server along with 35 Windows 2000 Professional Client.

- Retrieving data from the Crashed hard disk.
- Upgradation of OS, RAM and HDD.
- Maintenance and troubleshoot of production machines.
- Providing support for virus related problems.
- Follow up with the vendor for material sent for service which is under warranty
- Installation, configuration and troubleshooting of Win 2k and Win XP computer
- Installing new software, updating service pack and patches.
- Establishing network for 9 clients (Windows 2000 Professional) with one Windows 2000 server in several parts of Karnataka.
- Providing online technical support to these offices and troubleshoot their problem remotely using VNC/ Remote Desktop Connection.
- Taking regular backup of data.

Gowri Computer Clinic

(Mar 2000-Sep 2002)

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Service Engineer.

- Assembly of computers and troubleshooting.
- Updating OS patches and Antivirus
- Installing various Windows software's such as Windows 98, Windows 2000 and Windows XP.
- Printer installation.
- Established LAN connection by setting up patch cords and Hubs.

Dhanush Computers

(Oct 1999-Feb 2000)

Service Engineer.

- Assembly of computers and troubleshooting.
- Updating OS patches and Antivirus
- Installing various Windows software's such as Windows 98, Windows 2000 and Windows XP.
- Printer installation.

Dhandapani & Co

(Aug 1998- Sep 2000)

Service Engineer.

- Maintenance of Electrical devices

EDUCATION

MSc IT
BCA
ITI

Kuvempu University
IGNOU University
State Board

PERSONAL DOSSIER

Team Lead/ Manager

Father's Name : Byralingaiah
Date of Birth : 05 - 12 -1980
Nationality : Indian
Material Status : Married
Languages Known : English, Hindi, Kannada
Visa : B1/B2