

Team Lead/ Manager

DATTATREYA.M.BALAMKAR

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Cisco Certified Network Associate (CCNA) with ~6.8 years of experience

SKILLS PROFILE

- Cisco Certified Network Associate (Routing & switching) with over 5+ years of relevant experience in Network Administration with technical expertise in implementation, operations & support functions.
- An effective communicator with exceptional relationship management skills with the ability to relate to people at any level of business and management.
- Results-driven professional, recognized for taking on major initiatives, adapting to rapidly changing environments and resolving mission-critical issues to ensure bottom-line success

EMPLOYMENT HISTORY

Information Management Senior Specialist, Dec 2010 till date ACS of India Pvt Ltd, a Xerox Company. Bangalore

- Analysis of business network infrastructure & providing solution for potential network issues besides focusing on preventive & remedial measures for various sites & business
- Managing the network of all the clients associated with ACS. Over 200 clients across the globe with different network designs and requirements.
- Troubleshooting day to day Network related problems and providing technical support for Cisco Router and switches, configurations and installation for different business requirements.
- Driving Severity one calls till resolution from the technical and process standpoint including resolution and resource engagement.
- Manage corporate clients, providing remote technical administration to onsite field engineers, interacting with principles for procurement of spares and technical issues
- Coordinating with the vendor & customer to verify the root cause of the problem & to get the details required in resolving the problem.
- Resolving issues with latency & utilization.
- As part of the day to day activity submit Bandwidth & WAN utilization reports to the business & client as per the hierarchy with the analysis every week.
- Highlights:
 - Recipient of Eagle award for Exceeding Expectations and Excellent Performance.

Wipro Technologies, Bangalore, Systems Engineer. June 2007 – Nov 2010

Projects:

→ Pitney Bowes Inc.

- Involved in administration & troubleshooting of Cisco Routers & Switches, network includes routing, switching and WAN
- Configure/troubleshoot VLAN, port activation/de-activation on L2/L3 Switches besides providing remote infrastructure support to client with 500+ sites across the globe
- Focused on network design, IP allocation and capacity planning for new sites in addition to administration/ troubleshooting of Solar Winds for monitoring of 1200+ network devices
- Worked on InfoBlox for IP address, DHCP & DNS management
- Coordinated with Service Provider/Vendors for Link/Hardware related issues
- Participate in on-call responsibilities in support of a 24 x 7 x 365 production environment
- Troubleshooting LAN , WAN and all network performance related problem
- Implementing emergency changes to restore services as per the requirements.

Team Lead/ Manager

→ Target Corporation

- Involved in management of Target Network Operations & resolution of incidents related to Target Network/Telephony Environment.
- Managed incidents related to network infrastructure, troubleshoot & replaced routers/ switches by sending out the part & tech to respective sites followed by configuration of replaced equipments etc.
- Dealing with WAN technologies such as ATM, DSL and Frame Relay
- Troubleshooting problems pertaining to the System Performance, Network Administration, Application Conflicts and System Bugs.
- Exposure to LAN technologies like, VLAN, VTP, HSRP, STP

→ Cable & Wireless UK Ltd.

- Involved in monitoring live network C&W (UK) client using Netcool; ensured integrity & availability of the Cable & Wireless IP and data Green networks (Access) through monitoring of alarms, prioritization, validation and identification of alarms
- Identified & coordinated with fault agencies for fixing faults and ensured compliance to SLA parameters pertaining to resolution of faults
- Managed services like Leased lines, ISDN, ATM, Frame Relay, DSL & some managed services besides using BT Eco for troubleshooting of transmission fault involving BT as Last Mile (Customer Tail)
- Worked on Incident and change management tools like Remedy, Putty and Service Level Agreements
- Highlights:
Recipient of Feather in my cap award for excellent contribution to the C& W project.

Team Lease Services Pvt Ltd. (Franchisee to Wipro InfoTech), Dec 2005 – Jun 2007 Desktop Support Engineer

- Involved in MS Exchange configuration for outlook 2000/XP/2003, installation & configuration of OS like XP, 2000, Windows server 2003 in addition to installation & configuration of new hardware/ software updates
- Focused on addition/ deletion/ modification of user account information, group policies, resetting password apart from checking logged complaints by users aimed at resolution within SLA
- Involved in updating Anti Virus, Service packs & windows update patches, maintenance of LAN & PCs, configuration of TCP/IP, DNS, DHCP and installation & configuration of HP printers & scanners

EDUCATION

- Diploma Computer Science Engineering, Board of Technical Education Bangalore, 2004
- Certifications:
 - CCNA (640-801): Cisco Certified Network Associate
 - MCP – Microsoft Certified Professional
- Trainings:
 - Cisco- CCNA, CCNP
 - MCP, ITIL V3 Foundation course
 - Accent Neutralization
- Technical Skills:
 - **Operating Systems:** Windows XP, Windows 7
 - **Networking Technologies:** OSI layer, Routing, Switching
 - **Routing Protocols:** RIP, IGRP, OSPF, EIGRP & BGP
 - **Platforms:** HPOV, Solar winds, Riverbed, SevOne, NetQoS, InfoBlox, QIP, Netcool, Remedy, Voyence etc

PERSONAL DETAILS

- Date of birth: 18th July 1981
- Languages Known: English, Hindi, Kannada & Marathi
- Valid Indian Passport holder
- Reference available on request