**J.SUGANYA E-MAIL ID:** [**sugankec92@gmail.com**](mailto:sugankec92@gmail.com).

**CONTACT: +91 6381812738**

**OBJECTIVE :**

To take up a challenging career in Software industry, which enhances my individual talent, creativity vision and determination that can be contributed to the organization’s productivity and profitability.

**EXPERIENCE SUMMARY :**

* 5+ years of hands on Experience in IT infrastructure.
* Worked in core technical process in Network domain.
* Rich experience in customer service portfolio.
* Ability to resolve networking issues matching client expectation.
* 9 Months Experience in Storage Platform.
* 2 years 7 months Experience in Network platform.
* 2 years Experience in Testing Environment (Manual Tester).
* Have been adjudged the “MOST VALUABLE PLAYER” in the project team.
* Self-motivation, independent problem solving attitude & easily adapt to new Technologies

**TECHNICAL EXPERTISE :**

|  |  |
| --- | --- |
| **Products** | **Routers** - Cisco router (ASR & ISR)  **Switches** – Nexus 7k,5k, Cisco 6509,6880,4507,3850, 3750,3550,2900 |
| **Monitoring tools** | * Solar winds, Net flow analyzer, Visual Performance Manger, Net brain, AKips |
| **Ticketing**  **Tools** | * Remedy, Service-now |
| **Testing Applications** | * HUON, DuckCreek, JIRA |

**WORK EXPERIENCE :**

|  |  |  |  |
| --- | --- | --- | --- |
| Project Engineer | Wipro Technologies | Chennai – India | 2015-2019 |
| Senior Analyst | HCL | Nagpur – India | 2019- Present |

**PROFESSIONAL EXPERIENCE**

**PROJECTS PROFILE:**

**Project #1   : CITI**

**Role :  ADMINISTRATOR-L1**

**Domain :  BANKING - CONSUMER BANKING & Team Size:  15**

**Project Environment:  Storage**

**Roles & Responsibility in Project Environment:**

* Migrating share drives from one location to another, so that they can have available space in server.
* Storage User Management - Creating Home drive for the New user, restore the missing

folders. Provide Access for Share drive users and Managing all servers in NAM and EMEA.

**Project #2  : Llyods Banking Group (LPG)**

**Role :  Test Engineer-L1**

**Domain :  BANKING - CONSUMER BANKING & Team Size:  35**

**Project Environment: Functional Testing**

**Roles & Responsibility in Project Environment:**

* Read all the documents and understand what needs to be tested.
* Developed and executed functional test plans and test cases
* Provided support in all phases of functional test execution and documentation
* Identified bugs and monitored defect tracking systems
* Supported senior functional tester in developing formal acceptance functional test procedures to meet customer requirements
* Documented software defects in the bug tracking systems.
* Finally carry out Regression Testing every time when changes are made to the code to fix defects.

**Project #3         : Common Spirit**

**Role :  Specialist**

**Domain :  HOSPITAL MANAGEMENT & Team Size :  40**

**Project Environment: Networking**

**Roles & Responsibility in Project Environment: Network**

* Responsible for Implementation, Operation and maintenance of IP networks of Healthcare Client in USA.
* Daily management of Enterprise network operations for access and support to the different datacenters.
* Worked with client and vendor for RWAN and LAN refresh projects.
* Provided timely updates to all stakeholders through status call and review meetings.
* Planning, Designing and executing new project in network.
* Conduct project reviews, audits, and various meetings with stakeholders to inform the status of work and get formal acceptance from customer on all deliverables.
* Working on Change requests, explaining the change process, completing changes within specified time, preparing back up plan with contingency in case any issues with raised changes.
* Develop pioneering options to vary the solutions for cloud and on-premise devices.
* Create test plans for verification of new features before releasing to live network.
* Diagnosed hardware and software problems and replace defective components.
* Responsible for review and approval of the routine technical changes request.
* Performed IOS up gradation.
* Troubleshooting & Traffic diverted during the schedule maintenance activity.
* Responsible for design and implementation of LAN and WAN phase.
* Delivering different services within SLA (Service Level Agreement) to different customers all over the world.
* Vendor coordination for various link commissioning with ISP
* Responsible to handle incident, change, capacity and problem management cases.
* Responsible to network troubleshooting in case of network failures.
* Remote support to on-site engineers during network implementation and network outage.
* Performed analysis on problem and identified bugs. Submitted reports and prepared automated scripts for network.
* Responsible to document related to services and system.
* Coordinate with ISP’s during deploy, outage and use to review their RCA’s

**ACADEMIC PROFILE**

* Completed Master of Computer Applications in Kongu Engineering Collage, Perundurai with aggregate of CGPA 8.32%.

**PERSONAL DOSSIER :**

Name : Suganya J

Father’s name : K.Jayaramamoorthi

Date of birth : October, 13th 1992

Contact Number : +91 6381812738

Email Id : [Sugankec92@gmail.com](mailto:Sugankec92@gmail.com)

**DECLARATION :**

I hereby declare that all the above details are true and authentic and best of my knowledge.

**Place**:**Chennai**  **Suganya J**