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SUMMARY:

CISCO certified associate with 3.2 years of experience in enterprise network support. Extensive exposure in IT infrastructure with Telecommunication and Cloud computing.

EDUCATION:

- Passed **B.E - ECE** from Mepco Schlenk Engineering College in **2014** with **6.74 CGPA**.
- Passed **DIPLOMA-ECE** from KLN Polytechnic college in **2011** with **92.43%**
- Passed **12th** from Sourashtra Higher Secondary School in **2009** with **73.41%**.
- Passed **10th** from Sourashtra Higher Secondary School in **2007** with **75.40%**.

TECHNICAL SKILLS:

ROUTERS: Cisco 1921, Cisco 1800, Cisco 2503, Cisco 2620, Hp-Msr30-20, Hp-Msr 20-20, Hp-Msr 30-24, Hp-Msr 2003.

SWITCHES: Cisco 2960, Juniper 4200.

FIREWALL: Checkpoint R80.10

MONITORING TOOL : CA Monitoring Tools.

SERVICE DESK TOOLS: CA Service Desk, HPSM

ROUTING CONCEPTS: BGP, OSPF, MPLS, EIGRP, Static Routing.

SWITCHING CONCEPTS: VLAN, VTP, STP.

SECURITY CONCEPTS : IPSEC VPN, Access List, GRE, SWITCH Port Security

CLOUD SERVICE: AWS

WORK EXPERIENCE:

GLOBAL NOC ENGINEER | Oct 2018 – Till Date.

EMPLOYER: Sify Technologies

KEY RESPONSIBILITIES:

- Configuring and troubleshooting the router MSR 30-24 and MSR 20-20.
- Configuring the Juniper Switch 4200.
- Find out the cloud issue and routing issue and co-ordination with respectivity Team.
- Trouble shooting of all types of Hardware problems such as SIC Card and ports in Switch.
- Troubleshooting of connectivity problems using Ping, Trace route From CE End to DC through forward and reverse Traffic.
- Remotely resolving network problems .
- Resolving tickets with in the SLA by using CA Service Desk Manager.
- Monitoring the devices by using CA Monitoring tools and raising the proactive Tickets to respect Circle.
- Configuring the GRE Tunnel by Using Static routing protocol.
- Troubleshooting the MPLS connectivity such as Lastmile latency and Packet drops and fluctuation issue and park into circle.
- Troubleshooting the RF Connectivity from Subscriber Unit to CE devices.
- Troubleshooting the Cellular connectivity and checking the Auto fallback issue.
- Troubleshooting and fixing the ADSL Connectivity issue and park into circle.
- As per customer request Binding the MAC in Router and Switch.
- Checking the TAC Reverts as per procedure.
- Preparing the daily TAC Status report for NSP1 and NSP2 by using BI LunchPad.

PREVIOUS WORK EXPERIENCE:

SYSTEM ENGINEER | Dec 2017- Sep 2018

EMPLOYER: Precision Informatic(M) Private Limited

KEY RESPONSIBILITIES:

- Installation and configuration of Windows10 pro operating systems.
- Software installations and troubleshooting of all types of customer oriented field problems, network setting for TCP/IP and Internet setup.
- Trouble shooting of all types of Hardware and software applications problems.
- Configuring & troubleshooting of Desktop/Laptops for L1 and managing backup and recovery.
- Configuring & troubleshooting of USB printer and LPI printer& LAN related issues reported by users.
- Exposure in Active Directory user creation & deletion.
- Monitoring of virus issues through Symantec Endpoint Protection antivirus and updating polics.
- Remotely resolving application problems and network problems.
- Password creation & resetting to end users through remote desktop.
- Configuring the Cisco Router 1921.

- Configuring cisco switch 2960-T
- Maintaining the printer server details.
- Participate in an on-call rotation with HPE vendors.
- network setting for TCP/IP and Internet setup.
- Resolving tickets with in the SLA by using HPSM tools.
- Maintaining and troubleshooting APC symmantra PX UPS.
- Maintaining the Asset Details of AIO PC.

PREVIOUS WORK EXPERIENCE:

NETWORK SUPPORT ENGINNER | Oct 2016- Nov 2017

EMPLOYER: IT System Administrators solution.

KEY RESPONSIBILITIES:

- Install & Upgrade Operating System, Drivers and Applications.
- Trouble shooting Network and System issues.
- Crimping LAN Cable like Cross and Straight Cable.
- Configuring VLAN, Enabling Trunk in Cisco Catalyst switch 2950
- Knowledge to handle Cisco Router 2503, 2620 model
- Configuring VTP in Cisco Switches.
- Good Knowledge of Routing Protocol Such as RIP and EIGRP, OSPF, BGP. and NAT and ACL concepts.

TECHNICAL CERTIFICATIONS:

- CCNA(R&S) (**CISCO ID:CSCO13231655**)
- CCSA (course completion)
- AWS(currently pursuing)

DECLARATION:

I hereby declare that the above written information is true to the best of my knowledge and belief.

PLACE:

SIGNATURE

DATE:

(K.G.VIGNESH)