

curriculam vitae

**Mrinal kumar**

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Delhi-110092

**Objective**

Over 2 year of cross functional experience in routing & switching and network monitoring tool & ticketing tool. Troubleshooting skills and enriched with logical reasoning & have good communication skills.

**Key SKILL**

Router Configuration

IP addressing and Subnetting.

Configuration of routing Protocol such as: - RIP, EIGRP, OSPF,BGP .

Switching

Configuration of VLAN

**professional experience**

Company : **Accenture Solution** Pvt. Ltd.

On role : InKnowTech. Pvt. Ltd.

Designation : Network Engineer

Duration : April 2017 to till

* Managing team of Technical engineers managing MPLS region of the customer
* Escalation point for premium customers of Bharti Airtel for domestic and international customer.
* Managing SLA for the premium customers and sharing periodic data points for the internal team
* Handling Escalation for MPLS circuits and arranging technical resolution
* Handling technical queries and managing Priority one tickets for the outage
* Publishing SLA and generating Dashboard for the meetings
* Involved in project implementations for the NOC and new business
* Supporting Business team for new provisioning and new business
* Handing training for new team members and existing
* Managing operations for all the NOC related operations
* Customer stake holder management on updating about various report
* Experience on configuring and monitoring of Cisco Environment.
* Creating tickets by using BMC remedy ticketing tool.
* Configuring and Troubleshooting.

**professional qualification**

* Secure 67% in **B.E (EIE)** from ***Sathyabama university,Chennai (Tamilnadu)***

**STRONG POINTS**

Loyalty, Dedication & Innovations.

**language Known**

* English
* Hindi

**PERSONAL DETAILS**

**Name :** Mrinal Kumar

**Father’s name :** Mr Ram Prasad Singh

**Date of Birth :** 09 Sept. 1991

**Area of interest :** Networking

**Sex :** Male

**Nationality :** Indian

**Maritial Status :** Unmarrieds

**DECLARATION**

I am here by declaring that all the information furnished above is correct in my knowledge & belief. I am liable for any damages aroused out of any information false or Incorrect.

**DATE:- Mrinal Kumar**