

Pavan Prasad

Phone: +91 7982115408

**Email:**pavan.prasad@aol.com

**Address:** Aali Village,Sarita Vihar, New Delhi, INDIA

**CAREER OBJECTIVE:**

* To quench the best of my potential in IT Infrastructure management and support

**PROFESSIONAL EXPERTISE:**

* Install and Configure Static Routing Protocol and Default Routing Protocol on Routers and Switches
* Performing installations & updating services to all networks for user friendly use.
* Made changes to router to troubleshoot any problems with network connections.
* Team Management.

**GENERAL SKILLS:**

* Strong ability to communicate clearly & properly appropriately with executive & management level business partners ,Non-technical end users, technical subject matter experts & venders
* Integration of various network devices & application with SIEM QRadar.
* Implementation of Kiwi Cat for collecting the logs & configuration backup of networking devices.
* Networking Products Knowledge: Cisco Routers & Switches including Firewalls PIX/ASA
* Network Monitoring Tools Knowledge: ITNM, WhatsUp Gold, Solarwind.
* Experience in managing team of Noc. Excellent skill in Team Building, Mentoring and Problem solving with complete Root Cause Analysis.

**PROFESSIONAL EXPERIENCES (Approaching 8 years in IT):**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Organization** | **Duration(From)** | **Duration(To)** | **Designation** | |
| IBM India Ltd. | Apri 2012 | Till date | Network Specialist & Security specialist Specialist |
| Kaizan IT Solution | June’11 | April 12 | Network Support |
| Info Service Pvt.Ltd | Nov’09 | June 11 | Network Support |

**ROLES & RESPONSIBILITIES PERFORMED:**

**IBM India Ltd on Bombardier Project 2019 to till Date**

* Working with IAM (Identity Access Management) Team under Bombardier Project.
* Creation, deletion & Modifications of ID’s and groups in Windows, UNIX and Mainframe Platform.
* Modification of access and groups of Windows, UNIX and Mainframe.
* Working on priority tickets and troubleshooting.
* Incident Handing & granting file sharing access

**IBM India Ltd on Airtel Africa Project 2016 to till 2018**

* Working as a Security analyst with respect to network & Security domain and with the aim of managing risk and ensuring compliance across the environment
* Manage pan India network using routing protocol, static routing and policy base routing.
* Highlighting, documenting and communicating all risks related to Network domain within team and customer so avoiding any unexpected bugs and error in system.
* Performing real-time monitoring, investigation, analysis, reporting and escalations of security events from multiple network sources with the help of ITNM, What’s UP gold,Soler wind tool.
* AAA Security Service, Security Protocols (RADIUS and TACAS+), Cisco Secure ACS Configuration & Network Admission Control and troubleshoot.
* Validating and standardizing the device configuration as per defined global standard document.
* To make some operational configuration like creating vlan’s, security password, etc.
* Troubleshooting of LAN/WAN infrastructure using Cisco routers/switches.
* Maintenance of Backbone Links, Redundancy.
* Carry out the up gradation of network as per the Company requirements.
* To troubleshoot network problems in operations under strict norms, avoiding downtime.
* Coordinating with ISP (Internet Service provider) for resolving the network related issue.
* Taking Backup of all network Devices on Weekly basics.
* Sending Daly, Weekly &amp; Monthly weekly Reports to the client.

**IBM India Ltd Airtel India Project from 2012 to Till 2016**

* Implemented defect prevention process to bring down number of Sev-1 & Sev-2
* Drive continuous improvement activities such as RCA,RIP,error reduction.
* Ensure quick pickup of Sev-1 & Sev-2 tickets by the incident managements team & assign to currect resolver group.
* Ensure all Sev1 / Sev2 incidents are assigned to the correct resolver group within the response time SLA
* Ensure updates are correctly sent at the agreed frequency via SMS / Email and correct updates are posted in the Incident Management tool used in the account.
* Ensure Sev1/2 tickets are correctly downgraded to the next severity once the ticket is put into resolved state.
* Ensure the incident is tagged to the correct Configuration Item in the Maximo tool.
* Follow up for Rejected RCAs with the concerned competencies to get the updated information back to the customer within the agreed timelines.
* Track and promptly provide the data required for the daily and weekly reporting.
* Hourly update & Initiate Bridge Call / Group Chat for Sev1/Sev2 Incidents.
* Proactively follow up for all Sev1/Sev2 incident till the time it is resolved.

**Kaizan IT Solution Pvt. Ltd. as a Network Engineer.(Jun'11 to April 2012)**

* Monitoring the Bharti PAN India Network with the help of (ITNM, what’s Up gold) Monitoring Tools.
* Coordinating with ISP (Internet Service provider) for Observing Links & troubleshooting MPLS & Lease Line connectivity Issue.
* Coordination with L2 & L3 team for any emerged issue
* Daily /Weekly activates: Daily/Weekly Reports, Network Heath check, on all India.
* Network status Backup Running Config. Weekly.

**Info Services Pvt. Ltd Network Engineer for Bharti Project.(Nov’09 to June 17)**

* Installations & Configure, Test, Maintain, Monitor, and Troubleshoot servers, end user workstation hardware, software and basic networking products.
* Server installations, including specific vendor based application.
* Provided E-mail support, MS office support, Outlook support etc to the end user.
* Administration and troubleshooting of servers including Domain controllers, E-mail server, Access control server, File & Print server, Antivirus server and Backup servers with their associated application software
* Management of Microsoft Windows based server administration (File, Print, FTP, Web, Antivirus server etc.). Managing Domain Controllers, Microsoft active directory activities, DNS, DHCP, etc.

**PROFESSIONAL TRAININGS ATTENDED:**

* Training Course for CCNA & CCNP
* AWS Training --AWS Certified Solutions Architect
* Completed ITILv3 Foundation Certified

**DECLARATION**

I hereby declare that the informations given above is true to the best of my knowledge

Date:

Place :