

**Deepak Sharma**

Mobile: 09999273247

**CSCO13092980**  **66**

E-Mail: deepak.hprr@gmail.com



*To obtain a position within the field of Information Technology and Management, Digital Marketing & advertising in a organization of repute where my educational skills and experience can be utilized and enhanced.*

**Summary:**

**Total Experience: 6+ years**

* **Routing:** 
  + - Configuration & Monitoring of Cisco Router.
    - Routing Protocol : Static Routing Protocol, Default Routing. Protocol, OSPF, EIGRP, BGP.
    - Traffic Filtering using “Standard and Extended access-lists”.
    - IOS Backup, Restore &Up gradations.
    - NAT (Static, Dynamic & PAT).
* **Switching:**
  + - Configuration & Monitoring of Cisco switches.
    - IOS Backup, Restore &Up gradations.
    - Configuration Switch VLAN’s Trunking, STP and VTP.
    - Configuration HSRP and GLBP.
* **Protocols:**
  + - OSPF, EIGRP, BGP, HSRP,VRRP,GLBP VTP, STP, NAT-PAT, ACL

* **Operating Systems:**
  + - Win XP, Win 98, Windows 7, Windows 8, Windows Vista.

**Professional Qualification:**

**

* In 2010 **Bachelor in Technology** (Electronic and Communication) from RGEC(UPTU).
* Completed **CCNA** certification(**CSCO13092980**).
* Completed **CCNP** training form EIIT,Noida.

**CAREER SCAN:**

**

**MAY 2010 to Till Date: INDIACAN EDUCATION Pvt. Ltd.(A Pearson Company)**

**as Associate Technology Operation - Location:Delhi**

**Role:**

* Monitoring the Network Devices.
* Open Incident Report and document outage.
* Upgrading router and switches IOS as per customer requirement.
* Providing support for inter organizational software/tools.
* Notify and coordinate next level support to resolve network outages.
* Performing maintenance activities.
* Work with circuit providers to address and resolve circuit issues.
* Troubleshooting the network routing and switching problems.
* Providing technical support to a network of about 140 more centers on any IT and Networking related issue.
* Responsible for configuration, support, maintenance and proactive monitoring of customer end devices.
* Perform Proactive fault management and change management duties, ensuring all events are logged and handled within SLA.
* Ensuring follow-up and closure of critical problems by coordinating with multiple service providers and vendors across the globe.
* Troubleshooting Voice, Video Related issues.
* Managing call logs and all network resources Inventory database Monitoring system(on line Platform).
* End all network related Issues.
* Keeping updated Network Diagram.
* Performed diagnostics and troubleshooting of system issues, documented help desk tickets/resolutions, and maintained equipment inventory lists.
* Root Cause Analysis, Troubleshooting and Issue resolution, end user training and support and system implementation.
* Setup and Configuration of Windows 2003 Media Streaming Server Network Operations in Round the Clock 24x7.

**Achievements:**

**

* Awarded **Employee of the Month** in Oct-2013
* Earned **Man of the Series** in Pearson Premiere League (PPL) in 2013
* Awarded **Best Bowler** in Pearson Premiere League (PPL) in 2015
* Awarded **Man of the Series** in PPL in the year 2016
* Member of Scout Guiding at school in dist. Level

**PERSONAL DOSSIER:**

**

* Date of Birth : 10-May-1988
* Gender : Male
* Marital Status : Single
* Languages : English, Hindi
* Address : 142 J Extension, Laxmi Nagar,Delhi (110092)

**(Deepak Sharma)**