

Cisco certified

CCNA (CSCO13124339) **Sayali Chaudhari**

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 **Pradhikaran, Pune, Maharashtra, India**

# Career Objective

To work with complete dedication and to take responsible decisions so as to finish the task in hand within the required time span by optimal utilization of company resource.

# Experience

### Accenture Solutions Pvt Ltd. Nov 2019 – present

**Cis Education**

*B.E (Bachelor Of Engineering ) from North Maharastra University*

*July 2015 (4yrs regular)*

*Higher Secondary Certificate, Maharashtra State Board*

*March 2011*

*Secondary School Certificate, Maharashtra State Board*

*March 2009*

**Education**

*B.E (Bachelor Of Engineering ) from North Maharastra University*

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*March 2009*

**Achievements**

*Achieved “Rising star Award” and “Better Together” from Manager for systematically managing the work load.*

**SW/App/Cloud Tech Support Specialist**

* Working on planning and implementation of network changes.
* Static route addition on router
* Prefix list addition on router
* Access-list configuration and troubleshooting on ASA firewall.
* License registration on ASA firewall.
* IPSEC VPN configuration and troubleshooting on ASA firewall.
* VIP Creation on F5 load balancer
* Pool Creation on F5 load balancer
* Working on planning and implementation ASA firewall upgrades.
* Implementation of Arista router upgrades.
* Implementation of F5 upgrades.
* Troubleshooting on ASA firewall hardware related issues.
* Troubleshooting on ACL not working cases.
* Troubleshooting on P1/P2 Incidents.
* Implementation on various changes using Ansible.
* Hands on experience on routing and switch configuration.
* Coordinating with L4 team for critical issues and follow-up till resolution.
* Traffic monitoring and troubleshooting issues such as flapping, latency, packet drops and link down.

### Infosys BPM LTD. Sep 2017 – Nov 2019

**Personal Skills**

* *Mother Tongue Marathi*
* *Other Languages English and Hindi Reading skills Excellent Writing Skill Excellent Verbal Skill Excellent.*

**Personality**

*Team Player, accountable, Honest, Hard working.*

**Hobbies**

*Swimming, listening songs*

Technology support Specialist.

Working for international Client (Australian Telstra ISP)

* Working with Telstra ISP for resolution MPLS Customer issues regarding to last mile devices.
* Monitoring of Telstra network using Solar wind.
* Managing the incident as per solar wind alarm.
* Troubleshooting of router, switches wireless controllers, access points.
* Coordination with various internal teams as well as customer NOC and field engineers for resolution of network issues.
* Troubleshooting on Etherchannel and STP related issues.
* Troubleshooting on ACL, prefix-list.
* Troubleshooting on WIFI connectivity and frequent disconnection issue.
* Troubleshooting on protocol down and flapping issue.
* Hands on experience on routing and switch configuration.
* Coordinating with L3 team for critical issues and follow-up till resolution.
* Arranging con-call for critical issues and big network outages.
* Traffic monitoring and troubleshooting issues such as flapping, latency, packet drops and link down.
* Hands on experience on Putty, BMC Remedy, Solar wind, SIIAM Tool, Cisco & Juniper Routers & Switches.
* Working on Major issues like BGP down, Node unreachable.
* Working on Minor issues like Hardware fault, High interface/CPU utilization.
* High latency issues, IP reachability issues, Applications issues.

### ORIENT Technology Pvt. Ltd, Mumbai July 2015 – April 2017 Network Support Engineer (July 2015 – May 2016)

* Monitoring Wireless Devices like: Ruckus Access Points(APs) as Root, Mesh and Link Access point Devices 7782,7782-N,7762,7762-S,7762-A c and 7762-S-AC Along With the zone Directors(ZDs),Flex Masters(FMs), or the Smart Cell gateways(SCG).
* Monitoring AP and CPE Latency, Bandwidth, Airtime, noise Floor, Core Router for Monitoring Connectivity between Access pop and Data centre.
* Troubleshooting on CPE and AP to resolve connectivity and speed related issues in non-feasible area.

### Enterprise support engineer ( May 2016 – April 2017)

* Access of core router via telnet installed in operational cities to check ping response of serving access point and client end devices, in order to determine drop in connectivity as well as speed related issue.
* Log in to DHCP Server through Putty to checkout IP status of Devices.
* Handling 1st level escalations of TCL / Airtel last mile client’s from PAN INDIA location.
* Handling the operations to maintain the stability of TCL / AIRTEL / Lease line clients across PAN INDIA location.
* Troubleshooting & Monitoring of Tikona Digital Network circuits.
* Configuration and troubleshooting of various switches and routers.
* Looking after Hotel solution Customers by troubleshooting MSC/MSG/ Switches/AP/CPE.
* Troubleshoot and Monitor end to end connectivity (Which include Core Network(Cisco 3400) Transport Path Metro Ethernet Network (Cisco)/ CPE End.)
* Configuration of manageable switches of RTS and MRO Tech, Access points & Radios.
* VLAN assigning. Tagging and Un-Tagging.
* Monitoring Access points using Ruckus Flexmaster and Zone Director.
* Check utilization of core network through multiple router traffic Grapher (MRTG).

### Responsible for Service assurance Includes: -

* Maintaining SLA
* Providing Root Cause Analysis (RCA).
* Taking High Level of escalations from Service Account Managers and NOC.
* Co-ordinate with circle Heads to resolve the issues.
* To co-ordinate with field engineers on solutions to troubleshoot and repair complex circuits, equipment configuration, optical link losses, hardware faults.

# Technical Skill

* Configuring of Routing protocols that include RIP, HSRP, OSPF, EIGRP, BGP.
* Switching (VLAN, VTP, STP), Etherchannel (static/LACP/PAGP).
* Familiar with ACL, Prefix- list, Distribute list, Route- map.
* Knowledge of Handing Network Monitoring tools like Air OS, Flex Master, MRTG, Wireless: RUCKUS, Solarwind, Slack,Spectrum,Spluck.
* Experience on various cisco routers and switches.
* Familiar with Wireless services using controllers.
* Expertise in Troubleshooting on various issue (speed/ connectivity/frequent disconnection).

## Thanks

**Sayali Chaudhari**