Key skills

- Ccna
- Routing and Switching
- BMC
- Secure CRT
- Service Now Ticketing
- Truesight
- Monitoring Tools
- Report Generation

Personal Information

City **Bengaluru**

Country **INDIA**

Hobbies

- Exploring places
- Movie freak

Languages

- English
- Kannada
- Hindi
- Telugu

Social links

https://www.linkedin.com/in/yashwanthmg

YASHWANTH M G

Network Engineer

2 Years 3 Months | (+91) 7899016223 | yashwanthmg122000@gmail.com

Profile Summary

Proven ability to assess and manage complex issues; viewed as a strong troubleshooter. Goal-oriented and detail-oriented Network Engineer with more than 2 years of experience in network administration and troubleshooting. Energetic and dedicated professional with problem solving and decision-making abilities.

Education

B.Tech/B.E., 2021

Sri Siddhartha Institute of Technology, Tumkur

12th, 2017

Karnataka, English

10th, 2015

Karnataka, English

Work Experience

Jun 2022 - Present

Network Engineer

Cognizant Technology Solutions

Experience

- Investigated system issues and made fixes to minimize downtime.
- Raising cases with outside vendors and offering Level 1 help during outages.
- During disruptions, I coordinated with TECH to provide Level L1 support by conducting early troubleshooting.
- Created Local Incidents or Tickets to track issues.
- Followed up with third-party vendors until critical/non-critical issues were resolved.
- Coordinating with several third-party vendors during fault

restorations.
- Evaluated and embraced new technology in response to shifting demands in industry.

Roles and Responsibilities
- Continuous monitoring of client networking infrastructure services around the clock.
- Implementing configuration changes or minor upgrades according to documented Standard Operating Procedures (SOPs) and within the agreed-upon L1.5 scope of work.
- Performing routine remote maintenance tasks, including reboots and other documented procedures on a daily basis.
- Coordinating the management of critical situations with the appropriate technical teams.
- Handling and addressing alerts from the Network Operations Centre (NOC).
- Troubleshooting the Network Alerts generating on TrueSight and BMC Helix Platform related to WAN Link down, Node Unreachable, POE, VOIP & Arista BGP state Transition etc.
- Handling P1/P2/P3/P4 priorities incidents at L1/L1.5 Level.
- Recording all the activities in incident till closure. (i.e., sending email notifications, assigning task to resolvers updating incident notes, escalations, updating RFO and correct closing codes).
- Interface with vendors for bulletins, trouble tickets and RMA???s for hardware issues and break fixes.
- Following up with ISP for the updates on tickets until the resolution and document the root cause.
- Attending Meeting with clients and discussed for the scheduled changes from various department.
- Discussing new updates among internal team in weekly stand-up call.

Certification

- Cisco CCNA 200-301 - The Complete Guide to Getting Certified