

VIVEK KUMAR
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OBJECTIVE:

Endeavor to make the best use of my Potential to benefit the industry system Organization. To obtain a challenging position with a global business and professional associates that is seeking individual who can analyze, organize, and manage challenging roles that promise growth through individual product achievement.

PROFESSIONAL SUMMARY:

- CCNA certified network engineer with 7+ years of working experience in ISP, LAN/WAN, CCNP Routing and Switching, DT L2/L3 testing, Network Security, Firewalls etc.
- Good hands on experience on Cisco, Juniper, Alcatel-Nokia routers and switches, BGP, OSPF, MPLS, IPSec VPN, HSRP/VRRP/GLBP, QOS, STP, VTP, DHCP.
- 2+ year experience in Network Automation using Python pyATS and devAT framework, developing Cisco IOS features testcases and network troubleshooting scripts and integrating to production path using Jenkins.
- Packet capture analysis and L2/L3 traffic testing using Wireshark and Spirent
- Experience in planning, design, installation and configuration of networks, maintenance and troubleshooting, network user management and facilities management on multiple platforms, governed by communication protocols.
- Handling DT cat9k testing team of 8 people, keen communicator with leadership and analytical skills, and the ability to relate to people across organizational horizons for successful execution of projects.
- Responsible for plan / design / maintenance of Technology / Networking infrastructure.
- Extensive experience in managing & delivering projects, conducting business analysis to determine requirements and planning for network implementation at the enterprise scale.
- Actively Monitoring server's performance, working on Incidents tickets as per the SLA limits and participated in Daily Incident review meeting with the clients.
- Monitor all server and network for maintaining the connectivity throughout the network without fail.

AREAS OF EXPERTISE:

- Providing technology vision and publishing technology business plans in support of corporate objectives to grow revenue base and improve margins
- Managing and troubleshooting network by providing optimum solution and constantly looking for automation scope
- Designing and applying solutions/policies that would meet or exceed functional, operational, performance, analytical and security requirements while minimizing technical risks in implementation
- Ensuring that the goals of the Incident Management process are achieved; restoring normal service as soon as possible based on customer perspective and within defined SLA
- Detecting, logging, categorizing, and prioritizing incidents and providing initial Incident Support

TECHNICAL SKILLS:

- LAN/WAN, TCP/IP Networking, Routing and Switching, CCNP Routing, Network Security and Firewall
- **Protocols/Standards:** OSPF, BGP, EIGRP, IPSec VPN, MPLS-VPN, DHCP, NAT, PAT, VTP, STP, ACL, VRRP/HSRP/GLBP.
- **Network Automation:** Cisco Python framework pyATS and devAT, Jenkins, Python NETMIKO, REST and APIs
- **Network Hardware:** Cisco Catalyst 9200/9300/9500, Cisco NEXUS 9k, Juniper SRX 550, Cisco 6500 series, Cisco 4500 series, Cisco 2960 series, Cisco 2800 series, Cisco ASR920, Cisco 3600, Cisco chassis 4500/9600
- **Tools Used:** Jenkins, VNC viewer, VS Code, Wireshark, Spirent, Ixia, SecureCRT, MobaXterm, Cisco DNAC
- **Testing:** L2/L3 Protocol testing, Circuit standard bandwidth testing (Y1564, RFC, BERT), Wave transport L1 testing.
- **Operating Systems:** Linux, Windows, Cisco IOSxe
- **Transmission Equipment:** Lucent-DMX, Fujitsu(2400Series), Ciena (5400 Series, Core-Director).
- **Ethernet Equipment:** ADVA NID, Accedian NID, Overture NID.

JOB PROFILE:

- **Technical Lead at HCL Technologies Ltd. (Oct 2021 till present)**
 - Location: Bengaluru DC (Cessna Business Park Cisco DC)
 - Project: Cisco Systems, Inc
- **Technology Analyst at Infosys Ltd. (Feb 2016 to Oct 2021)**
 - Location: Pune DC (Hinjewadi, Phase II, Maharashtra, India)
 - Project: Century link, Level 3, TW-Telecom, Global crossing

ROLES & RESPONSIBILITIES:

- Taking care of NOC tickets and service activations of client (DIA, IPVPN, MPLS, E-Line, E-access, HSIP).
- Support to end-user for various aspect of networking, system, and security and handling customer escalations and high priority incident tickets
- Developing pyATS testcases scripts for network automation, testing and executing them locally and integrating to Jenkins IPOP tool once run complete successfully, filling, reproducing and verifying bugs.
- Resolution of tickets in given SLA & Resolution Efficiency improvement for customer services through the PAT (Post Activation Test).
- Network Monitoring, Troubleshooting, Maintenance, Management, and support of the Metro network using the Alcatel, ADVA, Infinera, Ciena equipment's. Configurations on Cisco, Juniper, Alcatel Routers and ADVA NIDs.
- Circuit configuration, bandwidth provisioning (1 Gig, 2.5 Gig, 10 Gig, 40 Gig, 100 Gig) and traffic routing as per requirement. Troubleshoot, escalate, and resolve network faults/problems quickly and effectively.
- Handling the turn up cases of IP(L2/L3), DWDM& SONET, OTN, EPL services of enterprise customers.
- Working on managed services- handing design, configuration, testing and maintenance of customer router which is managed by my client.
- Handling team of 7 people, achieving required goals and never missing the billing target.
- Coordinating and working with multiple vendors and geographically distributed teams.

PROFESSIONAL TRAINING / CERTIFICATIONS:

- CCNA routing and switching.
- Python Fundamentals and Cisco pyATS certification
- Undergone Training of CCNP Route, CCNP Switch and Palo Alto Firewall.
- KANBAN Certification

ACADEMIC QUALIFICATION:

- B.Tech. from **Indian Institute of Information Technology, Design and Manufacturing Jabalpur** in Mechanical Engineering and secured 72%, May **2015**
- Intermediate from GSK Inter college Kiraoli Agra and secured 78%, May 2010.

ACADEMIC HONOURS AND AWARDS:

- **Cricket Team Coordinator and Captain:** Captain of college cricket team, won the inter college tournament in sports festival GUSTO 2014.
- Member of the Marketing Team for the promotion of college cultural festival TARANG 2013.
- Member of College's Training and Placement team

PERSONAL DETAILS:

- Nationality: Indian
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- Qualification: B.Tech. (Mechanical Engineering, 2015)
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