

RESUME

BUELA MARTIN

CISCO CERTIFIED NETWORK ASSOCIATE

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CAREER SUMMARY:

A CCNA Certified Network Professional with past 5 years of experience in troubleshooting and managing of large scale enterprise networks. In multiple organisations.

Technical Skills:

- Managing and monitoring the client network infrastructure.
- Good Knowledge on OSI layers and TCP /IP layers
- Working with development teams to help engineer scalable, reliable, and resilient software running in the cloud
- Good understanding of routing and switching protocols OSPF and BGP, VLAN • Network concept including ARP, ICMP, PING, POE, TCP&UDP, DHCP.
- Tools & Applications used –CRM, Putty, ITSM (Service Now), Citrix ,APG tool, CISCO Meraki , SD-WAN
- Monitoring WAN links and Cisco Router traffic, using Network monitoring tools like *ITMS*.

Current Company: HCL (Network Engineer)

Project: Uber Technologies: Noc : Escalation Engineer.

Period : June 2022 - 2023 to till present

Responsibilities:

- Supporting Network Delivery Operations in shared projects.
- Providing supports for multi-vendor devices.
- Providing L2 support on the P1 and P2 issues for the Network and L1 support on the End Point User. • Responsible for generating reports for IT administrators and business managers to evaluate the efficacy of the security policies in place.
- Having Hands on experience and Good knowledge on Monitoring Tools like SolarWinds, ServiceNow, PagerDuty, DeV.ops Tools : Graphana, Moog-soft.
- Daily Operations and troubleshooting, Service creation, User Access management.
- Understanding customer needs and requirements and on this basis create an incident and resolve in given SLA. • Handling Issues Related BGP, OSPF Issues.

- Handling Incident Management, Change Request and Priority Tasks like P1, P2, P3.
- Strong communication, interpersonal, analytical & team building skills with proficiency at grasping new-technical concepts quickly and utilizing the same in a productive manner.
- Handling Lan/Wan issues Like Wi-Fi, White-listing devices Mac-add.
- Maintain Ckt's Id's Between ISP and Customers Service Ids.
- Having knowledge of Routing, OSPF, BGP protocols on real routers.
- Knowledge of switching technologies- STP
- Able to access Telnet and Ssh sessions on Cisco routers.
- Having Good understanding About paloalto firewall

Previous company :NTT DATA

Period : June 2019 - June 2022

My Roles and Responsibilities:

Monitoring SDWAN routers and switches , and working closely with the higher level SDI technical resolver group in configuring the devices and monitoring the network

- Managing user escalations for events, incidents and service requests
- Working with concern teams for high priority incidents until the issue gets resolve and coordinating with ISP
- Making Bridge calls with all stake holders (Managers, SDM, Technical Teams, Clients) for critical and major incidents.
- Manage calls or tickets on appropriate priority.
- Responsible for providing timely alerts to stakeholder's communications for all SLA impacting incidents
- Must have to follow the escalation matrix to restore the services before breach SLA
- Maintains the track record of issue resolution to identify the problems and recommend improvement plans with solutions obtained from technical teams
- Must have to monitor of P1, P2 tickets to meet SLA
- Worked with Service now application, APG tool to drag utilization and memory reports •
- Checking status of device in CISCO Meraki and coordinating with client and ISP.

Previous Company : CSS Corp Pvt ltd (Network Engineer)

Period : Feb 2017 to May 2019

CSS Corp, BENGALURU — Engineer

(Cloud Infrastructure Services)

- ❑ Two years of experience in IT/Development with an emphasis in the network.
- ❑ Currently working as Engineer (Network) in CSS Corp.
- ❑ Resolved network issues & queries of global customers, predominantly US & Canada.
- ❑ Good understanding of routing and switching protocols such as OSPF, BGP, STP, RSTP.
- ❑ Good understanding of cradle point (3G, 4G LTE) & Cisco Meraki Access point.
- ❑ Monitoring & identifying all network related issues.

PROFSSIONAL EXPERIENCE

Network Engineer

Project: Interface security system [Feb 2017 - June 2019 (present)]

Roles and Responsibilities:

- ❑ Working with the technician to setup the Cisco devices such as router & switch & VoIP phones and analog telephone adapter.
- ❑ Configuring Cradle point for IP pass through & NAT mode
- ❑ Monitoring all the Cisco meraki Switch and AP and troubleshooting
- ❑ Monitoring and rebooting all the equipment remotely.
- ❑ Experience in handling the tools like Manitou, ECM, NAV, CSHD, Cisco Meraki,

TECHNICAL SKILLS:

Switching and routing(manging fortinet devices)

Tcp/ip protocols

Wan(wide area network)

Lan(large area network)

Academics

Degree/ Qualification

**Institute
Board/ University
Percentage
Year**

B.E.

(Electronics and communication)

East point college of Engineering,
Bangalore

VTU, Belgaum

62%

2016

HSC (PCME)

Indian academy,
Bangalore

Pre – University,
Bangalore

75.4%

2012

SSLC

Madonna high school,
Bangalore

Karnataka State Board

85.92%

2010

Academic Project

Project duration : 4 months

Project description : *Real time monitoring of water quality in IOT* (internet of things) based on *arm microcontroller* to track the information of the result.

Skills:

Software and tools – PuTTY, Manitu, CRM, Navision, S2S Web Portal.

Seminar / Training program:

Participated in *ARICENT* employability program.

Participated in Science nurture camp by *ISRO*.

Leisure Interest: Playing Guitar, reading books, singing

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Personal details

Father name : Martin .N

Date of birth : 17-03-1994

Gender : Female

Marital status : Single

Languages known : English, Hindi, Kannada & Tamil

Permanent address : # 94, 3rd main, Evergreen street, Udaynagar, Doorvaninagar Post,
Bangalore- 560016.

Declaration

I solemnly declare that the above given details are true and correct to the best of my knowledge & belief.

Date:

Place: Buela.M