

#### **CONTACT**

hareeshv1992@gmail.com

Phone: +91-9946930446

#### **CORE COMPETENCIES**

Administration	
CDIVIANI	
SDWAN ★★★★	
Desktop and ★★★★☆ Application	
support	
Handling Customer's ★★★★☆	

#### LANGUAGES KNOWN

• English

And vendors

• Malayalam

#### **STRENGTHS**

- Problem solving skill
- Observation
- Punctuality
- Team management
- Honesty

#### HAREESH V

#### **PROFILE SUMMARY**

Currently working as Network Engineer, with overall 9 years of Experience in Network Support, WAN NOC operations, System Administration & Datacenter operations. Efficient in handling of complex situation and making appropriate decision in the larger interest of the organization. Expertise in extending highend technical support and ensuring customer satisfaction through prompt redressal of their problems.

#### **Lavelle Networks Private Limited**



Senior Product Support Engineer, 01-August-2023 to Present

- SDWAN Implementation.
- Provisioning and deployment on Lavelle SDWAN devices(Cloud Port Edge, Cloud Port Gateway, Cloud station and Cloud station Insights)
- Applying the policies based on customer requirements (URL filter, Traffic Rate Limit, QOS etc.)
- Providing HA services to customer on Lavelle SD-WAN box by VRRP protocol.



#### NTT India Pvt Ltd. (SequelOne Solutions Pvt Ltd.)

Network Engineer, 01-September-2020 to 01-July-2023

- Providing Network support to client, Network monitoring and troubleshooting, Network Device configuration and troubleshooting.
- SDWAN Implementation-Cisco Viptela.
- Network support includes managing different network links and Cisco Router and Switch configuration and troubleshooting.
- Troubleshooting of network infrastructure and complaint booking as well as coordinating with different service providers for link failures.
- Routing and Switching. Routing protocols: -BGP, OSPF, EIGRP.

### CUSTOMER FACING SKILLS

- Understand the requirement of customer & providing cost effective and accurate solutions.
- Ensuring customer satisfaction &recovery of dissatisfied customer's, managing customer complaints & ensuring quick resolution of issues.
- Regular & timely reporting to service levels to the client, monthly & quarterly reviews & feedback.

#### PERSONAL DETAILS

Gender : Male
DOB :23-01-1992
Nationality : Indian

Address: Radhabhavan

Chempilavu P.O.

Kottayam, Kerala

PIN: 686584

#### **REFERENCE**

- 1. RENJINI RAJ

  Manager IT, UBI
- +91 9446710592 2. SHAIK MUKTHAR

Manager, Quesscorp

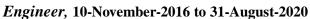
+91 9946559361

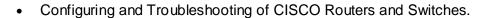
3. MANISH THAKUR

Manager, NTT

+91 9023420521

#### HCL





- Monitoring all network links by using NOC monitoring tool: Nagios,
   WhatsApp Gold, KIWI SYSLOG MANAGER.
- Network equipment up gradation including IOS image upgrades and configuration changes.
- Maintaining and monitoring different WAN technologies such as MPLS,
   Point to Point Links, Leased line, VSAT links.

# TATA TATA CONSULTANCY SERVICES

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#### TATA CONSULTANCY SERVICES

Contract Assignee, 27-January-2015 to 3-May-2016

- System and Network L1 support.
- Updating and resolution of tickets based on priority of the incident.
- Providing Technical support to the customer in system hardware and software troubleshooting.

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#### MRV INFOTECH INDIA (P) LTD

Field Support Engineer, 4-Nov-2013 to 31-Dec-2014

• Windows Desktop software and hardware support.

#### **Academic Oualifications**

Ganapathy Chettiyar College of Engineering, Anna University

B.E in Electronics and Communication Engineering, May 2013 -75%

 Holy Cross Higher Secondary School, Kerala HSE, May 2009 - 88.67% SSLC, May 2007 - 89%

#### **DECLARATION**:

I hereby declare that all the statements made in this form is, to the best of my knowledge and belief, true and correct.

Place:

Date: HAREESH V