**Gowtham Swaminathan**

**Senior Associate Engineer – NOC**

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**+91 9688170012**

**Career Objective:**

Hard-working Firewall Engineer skilled at overseeing complex company networks with a focus on efficiency and performance optimization. Detail-oriented and proactive with strong troubleshooting training communication and analytical abilities.

**Profile Summary:**

* 5+ years of experience in Network operation center.
* Overall 8+ years of experience in the IT support industries.
* Hands on experience in firewall devices i.e., Fortinet, Juniper and the CXD.
* Hands on experience in management tools which are Forti manager, Forti Analyzer, NSM and the Orchestrator (AWS platform for the CXD devices).
* I have extensive knowledge of routing, switching (Cisco products), virtualization (VCP6-DCV), Linux and Windows servers (RHEL6, 7 and Windows8, 12).

**Primary Skills:**

* Working knowledge of major networking & security components.
* In hands experience on configuring Fortinet, Juniper and CXD Firewalls.
* In hands experience on configuring Cisco, Fortinet and Netgear switches.
* Good Knowledge in Static, default, RIP, EIGRP, OSPF Routing protocols and VLAN, Inter VLAN, Trunk, VTP, Port Security, STP/RSTP also TCP/IP, UDP, ARP, RARP.
* In hands experience on configuring of VPN.
* Good knowledge in IPSEC protocol suite.
* Through understanding of OSI Model and TCP/IP suite.
* Configuration of Site to Site and Remote access VPNs in Fortinet firewalls.
* Configuration of the Pulse secure application.
* Configuration of VLANs, trunking, firmware upgrades and administration of Netgear and Cisco switches.
* Configuration of Cisco routers with different routing protocols.
* Good knowledge of Subnetting, access control lists, Firewall routing, NAT/PAT, IOS and device management.

**Professional Experience:**

**Acumera Rigel India Pvt Ltd, Bangalore**

**Senior Associate Engineer – NOC** (Apr 2022 – Dec 2023)

* Configuring and managing Firewalls and other network devices like switches, access points deployed at client locations.
* Applying security rules like whitelist implementation, critical device monitoring, network monitoring, management and traffic routing, load balancing, implement port forwarding and Pulse Secure for remote access, etc.
* Configure cloud-based Next Generation Firewalls to meet industry requirements Configure and manage Site-to-Site VPN IP-SEC and SSL tunnels for secure access between Hub and Spoke locations.
* Configure and manage Wireless as well as Wired networks.
* Experience with network monitoring tools like FortiAnalyzer and network management tools like FortiManager, Tracking, AcuVigil, etc.
* Act as escalation engineer to handle network issues escalated by Junior Engineers.
* Act as a point of reference for new hires and to impart any process-related technical training to them as and when necessary.
* Tasked with working with parent company post-acquisition to learn their tools and processes and impart training on these tools to colleagues of the acquired organization.

**Associate Engineer -NOC** (Mar 2019 - Apr 2022)

* Configuring and troubleshooting Firewalls and other network devices like switches, access points from multiple vendors like Fortinet, Juniper.
* Troubleshoot network issues with various devices like Point of Sale, kiosks, Digital Video Recorders, Digital Menu Boards, PC, Network Printer, and other peripheral devices.
* Configure and manage Wi-Fi and Ethernet networks on the firewall deployed and client locations.
* Act as the first point of contact for clients to address their network and security issues, and to implement any requests for configuration changes.
* Been awarded the team MVP multiple times and expected to guide junior and fellow Tier-1s as and when necessary.
* Experience with CRM tools like FreshDesk, FreshChat, AcuVigil, etc.
* Resolve customer issues while maintaining high levels of customer service. Focus on quality customer service and continuous process improvement.
* Act as the primary point for managing and resolving customer service technical support issues.

**HCL Services LTD, Pondicherry**

**Network Engineer** (Sep 2018 - Feb 2019)

* Develop and administer disaster recovery plans.
* Install a wide range of network equipment.
* Keep network infrastructure up-to-date and secure.
* Write and maintain network security policies and monitor compliance.
* Identify and recommend needed and optimal infrastructure improvements.
* Troubleshoot various network issues affect solutions and collaborate with staff and outside vendors to resolve complex problems.
* Performed network documentation and created disaster recovery plan.
* Oversaw migration of WAN links to new service provider, designed full mesh WAN, set up TFTP server to backup, and restored configuration and IOS image files for the PIX, Cisco routers, and Catalyst switches.
* Analyzed expanding network, ran fiber, and implemented wireless communication.
* Designed configuration and layout of WAN to include IPT Internet facing VPNs and wireless subnet.
* Migrated network from full mesh frame relay to Point-Point T1 on larger sites and implemented IPsec VPN on smaller sites.
* Administered multiple firewalls throughout WAN to ensure LAN integrity from external threats.
* Monitored bandwidth and network activity by analyzing information provided by MRTG to ensure both efficient and effective network operation.
* Configured and supported multiple remote site installations.

**Technical Support Engineer** (Mar 2015 – Aug 2018)

* A Confident and reliable technical support Engineer with 2.6 years of experience in working with computers and resolving any support issues.
* E-mail client configuration & support windows 7,8,10 Vista and XP professional client operating systems.
* Good knowledge about active directory, DNS and DHCP.
* Installation & Configuration of Network printers & Scanner and its basic level of troubleshooting.
* Ability to explain clearly the technical procedures to the customer.
* Helping clients with regards to technical issues with our widgets.
* Answering questions from customers and prospective customers about the features and capabilities of our widgets.
* Documentation for our website on an as-needed basis (K-base)
* Communicating customer needs to our engineering staff
* Solving internet issues of protocols such as SSH, FTP, SFTP & HTTP
* To use diagnostic tools such as trace route & Setup and run servers.
* Provided functional and technical support, troubleshooting and diagnosing hardware and software problems.
* Deploy and configuring PCs, Workstations and Laptops
* Outlook configurations and support.

**Cameo corporate services, Coimbatore**   **Junior Executive** (Oct 2014 – Mar 2015)

* To operate on the Japanese e-books and maintain their quality.
* To give feedback to the auditors so that they can improve their quality.
* Handled a team of six content associates and was entirely responsible for their training, productivity, and quality standards.
* To ensure that the workload is distributed uniformly throughout the team, so that the performance of the team is maximum.
* Give training to the operators to maintain quality standards.
* Analyzing the assigned projects and distributed tasks to the members as per their area of expertise.
* Reporting any problem or fault in the project to the project manager or supervisor.
* Offering solutions to the top management regarding project-related queries
* Daily meetings with onsite for regular updates happening at higher level

**Professional Training:**

* I completed the Fortinet NSE1, 2 and 3 certifications.
* I completed the Fortinet NSE4 and 5 training.
* I completed CCNA routing and switching certification from HCL Education Centre, Pondicherry.
* I completed RHCSA/RHCE 7 training in Advantage pro, Chennai.
* I completed VMware Certified Associate – Data Center Virtualization (VCA-DCV) training from HCL Education Centre, Pondicherry.
* I completed HDCA certification in Iapple computer academy, Coimbatore.

**Educational Background:**

* **B.E.(ECE) (2014)**  **: 7.2 CGPA**

Park college of engineering and technology, Coimbatore.

* **HSC (2010)**  **: 77%**

G.H.S.School, Avinashi.

* **SSC (2008)** **: 89.6%**

G.H.S.School, Avinashi.

**Personal Profile:**

Father’s Name : Swaminathan M

Mother’s Name : Selvamani S

Date of Birth : 26.11.1992

Gender : Male

Nationality : Indian

Marital Status : Single

Languages Known : English, Tamil

Permanent Address : 7/218-1, CTC Colony, Cheran Nagar, Thekkalur, Avinashi 641654, Tirupur.

**Declaration:**

I hereby declare that all the above statements made here are truth to the best of my knowledge.

Place:

Date: Gowtham S