

Abhishek Mishra

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PROFESSIONAL SUMMARY

Detail-oriented and highly knowledgeable networking engineering professional and IT Administrator with 9 years of experience and in-depth knowledge of technical requirements, hardware options and software solutions. Incorporates new management strategies and technologies to maximize security, performance and usability. Proficient in managing budgets and documentation.

EMPLOYMENT HISTORY

**Senior Network Engineer,
Gojek and Tokopedia (GoTo Group) - Noida, Uttar Pradesh**

Oct. 2018 – Present

- Designed, implemented, and managed the organization's local and wide-area network infrastructure, specializing in FortiGate firewall and VPN technologies.
- Provided escalated technical support for complex network issues, collaborating with cross-functional teams to resolve incidents promptly.
- Monitored network performance, proactively addressing issues to ensure seamless functionality.
- Collaborated with system administrators, developers, and security experts to ensure integrated and efficient network solutions.
- Developed and executed the overall Network and IT strategy, policies, and procedures to ensure the effective and secure operation of all IT systems.
- Implemented VPN infrastructure for 300+ Employees, allowing secure remote connections.
- Implemented MDM solution (Kandji, Desktop Central & Jemf) for device enrollment to install secured applications exclusive to the organisation.
- Developed and managed the IT budget, ensuring cost-effective use of resources and alignment with strategic goals.

**IT System Engineer and Network Administrator,
Renovite Payment Solutions Pvt. Ltd - Noida, Uttar Pradesh**

Dec. 2017 – Oct. 2018

- Managed & Monitored IT Network & Infrastructure.
- Configured Operating Systems, Application Software, and System Management tools.
- Monitored and tested application performance for potential bottlenecks & worked with developers to solutions.
- Managed asset-related activities e.g. System Backups, Install & Configure applications, etc.
- Participate in the design of information and operational support systems.
- Provided Technical Level 2 & 3 support to end-users.

**IT – Executive Network and Systems Specialist,
Multi-Line Business Solutions Pvt. Ltd - Delhi**

Oct. 2015 – Dec. 2017

- Managed & diagnosed network issues through L1 Tech Support
- Escalated IT Network related concerns with senior teams, wherever necessary
- Installation, Configuration, and Administration of Desktop/Laptop (MAC, Linux & Windows) related applications and managed Server support
- Configured EPBX & PRI tools.
- Creating purchase requisitions & licensing for IT hardware/software.

- Responsible for networking-related issues and system support.
- Single Point of contact for all guidance and issues related to the TMS System.
- Installation and configuration of Office IT Devices e.g. Printers, Projectors, Video Conferencing Set-Up, etc. along with proactively managing the IT inventory.
- Data Backup and system Checklist every alternative month.
- Addition and deletion of end-users in the IT System Database.

EDUCATION

- MBA: Information Technology and Marketing – Swami Vivekanand Shubharti University – September 2023
- MCA: Information Technology – Swami Vivekanand Shubharti University – December 2019
- BA: Bachelor of Arts – Delhi University, June 2016

SKILLS

- Network Design and Implementation:
- VPN Technologies
- Firewall Management
- Network Monitoring and Management
- IT Management and Operations Optimization
- Technical Troubleshooting and IT Security Awareness
- Handled help desk service calls to troubleshoot, diagnose and resolve network issues.
- Standardized documentation to improve network management and performance.