**CHANDAN KUMAR THAKUR E-mail:** **chandan.ck74@gmail.com**

***Network Engineer*****Contact: 8721074914 / 9101819733**

**Professional Summary**

* CCNA and CCNP Certified Network Engineer with 3.3 years of hands-on experience in network troubleshooting, monitoring, improving network speed and reducing cost.
* Worked with cross functional teams to troubleshoot infrastructure & security issues and provide quick and accurate resolutions within SLA timeline.
* Effective communicator who works closely with stake holders to ensure high quality deliverables.

**Experience Summary**

* Overall experience of 3.3 years
* **Network Engineer** at **Hewlett Packard Enterprise (Aruba)**. (Jan 2021 – 03rd November 2023)
* **Evolve Technologies & Services Pvt. Ltd.** (July 2018 to Dec 2018) – **Engineer**

**Technical Skills**

* **Networking:** OSI, TCP/IP , DNS, DHCP, WLAN , ARP, ACL,
* **Routing Protocols**: Static Routing, RIP, EIGRP, OSPF, BGP.
* **Switching Protocols**: VLAN, VTP, STP
* **Firewall** : Palo Alto
* **Tools:** Salesforce SFDC, SolarWinds, ServiceNow, NetCloud, AWS Putty.

**Work Experience**

* Liaised with service provider regarding network outage. Ensured Network configuration integrity outage reporting and management to reduce outage down.
* Practiced quality standard, identified areas of quality failures with key emphasis on improving quality by taking necessary action to rectify the system.
* Monitoring and Management of multiple customer Network .
* Coordinating with customer for L1 troubleshooting and Maintenance of day-to-day activities.
* Monitoring the IP connectivity of all the Core Nodes. Device status, interface with high percentage usage, interface with high errors &discards (Transmit + Receive), device memory &CPU usage, Transmit& Receive utilization etc using % utilization graph line chart in SolarWinds tool.
* Monitoring and Management of Routers, Switches , Firewalls , Access Points and Controllers
* Troubleshooting issues related to VLAN &routing, Access Points and Controllers and ensured timely resolution as per SLA requirement.
* Worked with cross functional teams with customer focus to ensure timely delivery.
* Management of P2P connectivity between DC and DR.
* Raising request for IP pools with required format & connectivity diagram.
* Worked on OSPF flap alert , BGP flap alerts.
* Responsible for planning & raising change ticket as per customer requirements..
* Network Performance monitoring (Statistics such as utilization levels, errors etc.) on daily basis .
* Carried out network performance monitoring, planning and end-user support to ensure high quality deliverables.
* Monitoring & troubleshooting of Palo Alto Firewall related alerts.
* Preparing Network performance report on weekly and monthly basis.
* Conducted Knowledge transfer sessions for new joiners to ensure smooth on boarding.

**Awards & Certifications**

* Cisco Certified Network Associate Routing & Switching – Cisco ID : CSCO13475569
* Cisco Certified Specialist – Enterprise Core. - Cisco ID : CSCO13475569
* Quarterly Award for consistent performer in the Team

**Educational Qualification**

* Bachelor of Engineering: Electronics & Telecommunication Engineering, Royal School of Engineering & Technology - 2016

**Personal Details**

**Address :**S/O J.B Thakur, Village- Basantpur, PO- Sobhepur, District- Saran, State- Bihar- 841311

**Date of Birth:**10/01/1994

**Gender:** Male

**Nationality:**Indian

**Languages Known:** English, Hindi, Bhojpuri, Assamese, Bengali and Nepali.

**Marital status:** Single

**DECLARATION**

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

# Place: Bangalore (Signature*)*

 **Date: 06/11/2023 Chandan Kumar Thakur**