**SARTHAK MISHRA**

Mobile: +91-8763190996

sm23826@gmail.com

## **Summary**

* CCNA and AWS Trained with4 years of rich work experience in Networking (Routing and Switching) and AWS services.
* Strong knowledge in CCNA, Extreme/CISCO Protocols, AWS services like: VPC, EC2, S3, ELB, CloudWatch, Autoscaling Groups (ASG), EBS, RDS, IAM, DynamoDB
* Good knowledge of routing/switching protocols, networking concepts and basic understanding of SD-WANand Linux.
* Strong written, Communication, Interpersonal and Analytical skills.
* Quick learning ability and a good team player.

## **Work Experience**

**Staff Associate – (Client Network Operation) at AT&T (October 2019 – January 2020)**

**Description – Providing L1/L2 support to multiple clients (LVMH, E&Y, Warner Media, Elli Lilly, Schneider, Infosys etc.)**

* Identify the Severity of incidents by analyzing the impact and urgency. Troubleshoot and then engage next level teams and coordinate with them to drive incidents towards resolution.
* Provide on call support to customers across the globe and perform test and turn up of newcircuits and upgrades of existing circuits which involves coordinating and escalating tomultiple teams like Order Management, Network engineering, IPC and circuit testing teamto fix issues noticed during service delivery.
* Supporting different AT&T Products EVPN, ANIRA/AVTS, RIVERBED, AVPN Managed,AVPN Transport only & MLAN Services.
* Troubleshooting the LAN and WAN issues for enterprise customers. Working on protocolslike BGP in AT&T domain and EIGRP, OSPF, RIP etc. in customer networks.
* Detection of possible Problems and give the required inputs to the Problem Team.
* Prepare RCA for Critical and Major Incidents and failed changes.
* Incident management of High severity / outage.
* Initiate Bridge calls, drive communication and teams to ensure uptime of infrastructure within SLA. Coordinate with multiple teams to get the issue resolved within SLA.
* Handle client contact and engage as & when required. Work with right resources to resolve an issue and make sure the issue is resolved and client is updated.
* Troubleshoot issues and Drive issue till resolution.

**Associate Network Engineer at Altran Technologies (Previously Aricent) (May 2019 – September 2019)**

 **Client:** VMware || **Technology**: SD-WAN (Routing and switching)

**Description:** providing L1 level of support to VMware SD-WAN customers

**Responsibilities:**

* Handling customer calls and emails, understanding severity of the issue and create support tickets
* Helping customer to download packet capture and diagnostic bundles from VCO
* Based on severity, troubleshoot simpler issues and escalate high severity issues to next level engineers.
* Perform sanity test whenever customer requests RMA of a device and handle the entire RMA process.
* Providing periodic updates by monitoring progress of cases using tools like salesforce, JIRA and PagerDuty

**Cloudsupport Engineer at Altran Technologies (Previously Aricent) (February 2018 – May 2019)**

 **Client:** IKEA || **Technology**: AWS

**Description:** TRADFRI is way of smart lighting which make the lights in user’s home to match his activities and give more flexibility and enabling user to control all lights at home based on the user’s mood with minimal kitwirelessly.

**Responsibilities:**

* Complete monitoring of Lambda functions implemented in production which include its invocations/errors.
* Deployment of AWS infrastructure like EC2 instances and S3 buckets for development and testing.
* Implemented Cloud Watch Dashboard, Alarms & Metrics for monitoring.
* Analyzed logs for issue identification. Created and managed user access and policies using IAM.
* Managed all severity tickets raised to business teams within SLA and resolving all major/critical application

incidents during production

* Raised tickets with AWS support team and work with them to understand the production issue
* Troubleshooting on L1 level and escalating cases to next level for detailed RCA
* Create/Managing buckets on S3 (CLI) and store db and logs backup, upload static content.
* Creating AWS Instances and Resources Bills
* Setup Cloud Watch and Cloud Trail log monitoring tools for AWS environment real-time monitoring.
* Launching Amazon EC2 Cloud Instances using Amazon Web Services (Linux/ Ubuntu) and Configuring launched instances with respect to specific applications.
* Performed S3 buckets creation, policies and on the IAM role based polices
* Performing first level of troubleshooting on the issues observed and creating the JIRA tickets as necessary.
* Log Analysis, Maintaining Documents of production server log's reports and server's list.
* Monitoring Alarms and notifications on the Production Health Check Dashboard.
* Experience in cloud stack such as AWS (Cloud formation) and stacks
* Closely worked with development team and QA team to address project requirements through JIRA tickets

**TraineeTAC Network Engineer at Altran Technologies (Previously Aricent) *(Jan 2017 – Jan 2018)***

**Client:** Avaya/Extreme ||**Technology**: Routing and switching

**Responsibilities:**

* 1+ years of experience in Networking and Technical Assistance of Avaya/Extreme data networking products
* Complete technical assistance for customers of Avaya/Extreme related to data networking products
* Provide Tier 3 support on complex customer network issues.
* Providing Root-cause analysis of product related issues.
* Providing resolution to the SRs received from Customers by maintaining SLA Management
* Recreating customer issues in a controlled environment to determine the possible causes.
* Maintaining complete SR history starting from issue description to resolution comment.
* Regular updates to Customer and Management on the issues working.
* Collaborating with different teams to work on the issue whenever needed
* Creating knowledge base (KB) articles for different issues and technical concepts.
* Rich experience in providing technical assistance to the customers of Avaya/Extreme to resolve their issues related to data networking products like: VSP, ERS
* Experience in Network troubleshooting on various devices and protocols

## **Technical Skills**

* Good understanding of Aws services like: VPC, EC2, S3, ELB, Autoscaling Groups (ASG), EBS, RDS, IAM, Cloud Formation, Route 53, Cloud Watch, Cloud Front, Cloud Trail.
* Utilized AWS CLI to launch EC2 Instance, S3 buckets and EBS.
* Implementing LAN and WAN Connections Using SWITCHES and ROUTERS.
* Networking concept: STP, MSTP, RSTP, PVST, VLAN, VPN, NAT, PAT, TRUNKING, Standard and Extended ACL, IP addressing. Basic knowledge on Firewalls.
* Configuration of routing protocols like: RIP, EIGRP, OSPF, VRRP, HSRP, GLBP.
* Hands on experience working with tools like Wireshark, putty, SecureCRT, JIRA, AWS ticketing tool, salesforce etc.
* Basic understanding of SDWAN.

## **Educational Profile**

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| --- | --- | --- | --- | --- | --- |
| Name of Exam | Name of Institute | Subjects/Stream | University /Board | Year of Passing | Percentage /CGPA |
| B. Tech  | Orissa Engineering College,Bhubaneswar, Odisha | Information Technology | BPUT | 2016 | 66 |
| XII | ODM public School, Bhubaneswar, Odisha | Science (Phys, Chem, Bio, Math) | CBSE | 2012 | 75.6 |
|  X | Little Flower School, Odisha |  - | ICSE | 2010 | 78.3 |

## **Interest:**

Basketball, Swimming

Sports and fitness

## **Declaration:**

I hereby declare that the details furnished above are true and correct to the best of my knowledge and belief.

Date:

Place: Hyderabad SARTHAK MISHRA