MS. DEEPALI ASALEKAR

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Address   : Kothrud Pune .

Objective: Skilled Cloud network engineer with 6.5 years of experience in troubleshooting and configuration in network & AWS cloud domain. Detail-oriented, proactive with strong communication and analytical abilities. Looking for an opportunity to enhance my professional skills.

ACADEMIC PROFILE

Examination: Bachelor of Engineering (E&TC)

Year of Passing: June 2016

Technical Skill & Certifications :

- **Cisco Certified Network Associate: Routing and Switching (Global certificate) Cisco ID- CSCO13287077**

- **Fair understanding on AWS cloud understanding.**
- **Trained on AWS Certified Solutions Architect – Associate**
- Good knowledge on TCP/IP protocol (IP, ARP, TCP, UDP).
- Understanding of routing protocols like OSPF, EIGRP, BGP
- Understanding of Switching concept like VLAN, VTP, STP
- Exposure to Aruba wirelesses technology
- Fair experience on Cisco ASR (9K/ 3K) Router and Catalyst switches .
- Understanding of ITIL process.
- Hands on experience on MS VISIO
- Good understanding of subsea cable network.

- Tools-
    1. Crammer
    2. Secure CRT
    3. Service Now
    4. IPAM

Professional Experience

- **Total Experience: 6.5 Years**

Designation: Infra Technology Specialist

Company: Cognizant Pvt Ltd Pune

Period: Jan 2023

- Actively monitor, optimize, respond to system infrastructure issue to maintain infrastructure services.
- Perform maintenance, configuration changes and upgrade to infrastructure services during scheduled business hours / emergency situations.
- Build and maintain technical SOP's, internal knowledge base.
- Responsible for monitoring networking systems, networking devices, and building custom built tools to meet 100% SLA uptime standards.
- Conduct analysis of network characteristics, troubleshoot problems and recommends procurement, removals and modification to network

Designation: Associate Consultant

Company: Capgemini Pvt Ltd Bangalore

Period: April 2020- December 2022

RESPONSIBILITIES:

- Hands-on experience includes performance analysis, maintenance and troubleshooting of live IP networks.
- Providing on-call support to the customers in 24 X 7 environment
- Responsible for monitoring networking systems, networking devices, and building custom built tools to meet 100% SLA uptime standards.
- Experience in working with ISP/vendors on fixing any issues related to network.
- Monitoring and troubleshooting for the LAN and WAN optimization technologies for efficient delivery of the application data across LAN and WAN.
- Resolving network issues and routing problems in EIGRP, OSPF and BGP.

• Troubleshooting of various switching issues related to VLANs, VTP, RSTP, Port security, Ether-channels, Inter-VLAN routing.

• Troubleshooting of router redundancy protocols like HSRP, VRRP.

• Restoration and upgrade of IOS and regular configuration backup of switches and routers.

• Confirming, initiating, and processing RMA for defective units (Routers, Switches).

- Troubleshoot high latency and packet loss issue
- Responsible for the client accounts allocated by the reporting manager and ensure the SLA/Commitment are met.

Designation: Infrastructure Management Tech I

Company: CompuCom System Pune.

Period: December 2017- December 2019

RESPONSIBILITIES:

- Trouble ticket incident management ticket resolution
- Proactive network monitoring, identifying issues before they affect customer network.
- Hands on troubleshooting experience in enterprise WAN, LAN, broadband & DSL technology.
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- Configuring and troubleshooting various network devices (CISCO Router 2801, 2911, DSL Modem etc.)
- Technical Expertise with routing protocols (RIP,EIGRP,OSPF) and Switching (Vlan , Trunking) protocols
- Working on ASA firewall to troubleshoot IPSEC issue connectivity issue.
- Assisting onsite technician while replacing the network devices.
- Configuring switch for Port security, VLAN configuration changes. Hardware replacement of Cisco Routers (2801, 2911) and WIC 1T, HWIC-1T / T1 card.
- Troubleshooting with Telco Tier 2/3 testers to perform Head to Head Loop testing to resolve T1 Circuit Issues.
- Coordinating with Internet Service Provider such as AT&;T, DSR etc. for T1, 4G &verizon; DSL connectivity issues.
- Network monitoring using EMC2 smarts monitoring tool and Citrix clarify. Service Now for case documentation. Work on Priority issues and work with the provider ; customers accordingly, also Escalate critical chronic issues to the management/vendor that need to be addressed. Working on tickets booked by customers for various issues. L1 troubleshooting of IP circuits for severity 1/2/3 cases till resolution of issue.
- Handling USA, Canadian client escalations ensuring customers are updated on technical queries via email, incident management system, phone

- Maintain operational standards inline with customers SLA's.
- Assist in root cause analysis of production issues and help to write reports which details about failure, relevant log entries .

- To work on critical infrastructure alert and fixing those anomalies in a timely manner.
- Work as part of the NOC team, in support of business objectives , troubleshooting issues and outages, client request.

Designation: Network Executive

Company: Tata Communications Ltd Pune.

Period: November 2016 -December 2017

Responsibilities:

- Responsible to create medium and long term optimal, cost effective and scalable network capacity plans both at Transmission and Service layers and provide innovative solutions for managing capacity requirements.
- Identify future backbone network requirements basis traffic forecasts, past trends, and utilization reports to meet requirements for all line of businesses and recommend on-net upgrade (capex)/ offnet (opex) leasing models in transmission core network for cost-effective and timely fulfillment.
- Manage Global Transmission/Service layer network capacities by establishing processes and review mechanism for bandwidth inventory, utilization reports, periodic audits, and optimizations to ensure efficiency and accuracy.
- Collaborates with internal and external stakeholders for continuous improvements in working processes for enhanced productivity with the objective to ensure timely availability of network capacity for meeting customers and network requirements in most optimized manner, and meeting business demands seamlessly with compliance to processes and guidelines
- Oversee and drive back-office provisioning of service delivery including onnet feasibility, access networks and customer order provisioning. Manage and monitor planning and delivery of orders in terms of configuration management.

ACADEMIC PROFILE

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Year of Passing: June 2016

DECLARATION:

The information furnished above is correct and true to the best of my knowledge.