

ANURAG KUMAR

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SENIOR ADMINISTRATOR (CCNA)

Industry Preference: **Information Technology**

Location Preference: **Bangalore**

CAREER OBJECTIVE

To achieve a position of responsibilities that utilizes my skills and experience and keen to work in an environment where I can enrich my knowledge and to work hard with determination and dedication to achieve organizational as well as personal goals.

WORK EXPERIENCE AND PROFILE SUMMARY

SENIOR ADMINISTRATOR in **WIPRO TECHNOLOGIES, BANGALORE** in **GCC SHARED SERVICES PROJECT** from **October 2021** till date.

TECHNOLOGY ANALYST in **INFOSYS LTD. BANGALORE** in **SCHNEIDER ELECTRIC PVT LTD & HITACHI AMERICA LTD. U.S. BASED PROJECT** from **March 2018 - October 2021**.

NETWORK ANALYST in **HCL TECHNOLOGIES, NOIDA (U.P.)** in **CUMMINS INC. U.S. BASED PROJECT** from **March 2016 - March 2018**.

Analyzed and monitored the complete Network to determine what were the major problems and improvements needed to be made to the Network Infrastructure. Handled major outages in the Network with proper steps also dealt with different issues of WAN, LAN and able to find and resolve the fault within the service target. Able to work on the Work Orders and close it within the specified duration to provide the best customer satisfaction. Knowledge of the Configuration, Switching and Routing. Worked on different protocols such as EIGRP, OSPF, RIP, Static Routing etc. VTP, STP configuration, VLAN Creation, taking external trainings on Firewalls and eager to work on it.

ROLES AND RESPONSIBILITIES

- Responsible for troubleshooting of networking equipment across multiple sites.
- Troubleshooting the Last Mile connectivity issues & providing the progressive updates to clients with proper RFO.
- Follow-up & escalations with Fixed service providers (FSP) / Carriers and ISP for restoration of services.
- Ensure maintaining of committed SLA to esteemed customers.
- Proactively monitoring customer's network on 24x7 basis and updating them regularly.
- Daily call with Customer Service Manager to discuss the resolution of the critical issue. In order to understand customer grievances & our needs from customer.
- Responsible for maintaining and monitoring performance of network.
- Responsible for continuous monitoring & mitigation for different vulnerabilities prone to network inventory.
- Provide first-level technical support, assisting users who have network problems.
- Sound knowledge of OSI 7 Layer Model, Subnetting.
- Knowledge of routing protocols such as RIP V1/V2, OSPF, EIGRP and STATIC ROUTING.
- Good working knowledge of LAN technologies like: STP, VTP, VTP Pruning, Loop Guard, BPDU Guard, BPDU Filter, Port Channel (Ether Channel), LACP, PAGP, ARP, DHCP, VLANs Configurations & Inter VLAN Routing.
- Redundancy Protocols: HSRP, VRRP & GLBP & good understanding of VPC, VDC, TCP/IP.
- Switch, Stack & Router Configurations, IOS upgrade & Backup.

- Basic Configuration and troubleshooting for wireless devices like standalone and controller-based Access Points.
- Taking external trainings on PA Firewall and eager to work on it.
- Palo Alto SP3 architecture, Firewalls logs analysis.
- Familiar with Network Security concepts and SSL handshake, IPSEC Tunnel, ACLs, NAT.
- Microsoft Azure concepts (AZ-900 Certified), Preparing for AZ-104.
- Sound understanding of ITIL Process.

TECHNICAL COMPETENCIES

Cisco Routers: 2600,2800,3600,3800, 2911, 2951, 4331, 4351, ISR Series.

Cisco Switches: Catalyst 2960, 3560, 3650, 3750, 3850, 4500, NXOS, IOS XE, IOS XR Series.

Wireless Controller: Cisco WLC 5508, 8510, 9800-40.

Access Point: Cisco AIR-CAP37021-2-K9, AIR-CAP35021-N-K9, C9120AXI-2

Firewall: Basics in Palo Alto Firewall.

Azure: Microsoft Azure Fundamentals AZ-900.

Tools: BMC TICKETING TOOL, SERVICE NOW, IT CONCIERGE SERVICE PORTAL, SOLAR WINDS, CISCO PRIME FOR MANAGING WIRELESS DEVICES, DNAC, BBNA, ISE, N-GENIUS, SKYPE FOR BUSINESS, MS TEAMS, IPAM.

CERTIFICATIONS

- **CCNA Training Certified by HCL TRAINING & STAFFING SERVICES.**
- Sound knowledge of ITIL Process.
- Cisco Certified Network Associate (CCNA)
- Cisco ID: CSC013233763
- Microsoft Certified: Azure Fundamentals (AZ-900)
- Certification ID: I415-3146

ACHIEVEMENTS

- Honored with award for exceptional performance.
- Have been awarded multiple times for operational delivery support.

ACADEMIC DETAILS

- **CCNA Training Certified by HCL TRAINING & STAFFING SERVICES**
- **B.E. (Instrumentation Technology)** from Bangalore Institute of Technology, VTU University, Belgaum.
- **12th** from Loyola High School, Patna, CBSE Board.
- **10th** from Loyola High School, Patna, CBSE Board.

ADDITIONAL INFORMATION

- Ability to build a strong relationship with the clients.
- Strong Interpersonal and Communication skills
- Ability to work in a team with diverse backgrounds
- Determination, dedication, and discipline
- Willing to learn and adapt to new opportunities and challenges

IT SKILLS

- Operating System such as Windows 8, 10, 11.
- Software's: MS Office, MS PowerPoint, MS Word, MS Excel, MS Visio & PUTTY.

PERSONAL DETAILS

Address: #5/1, Flat: 003, Z S Residency 6th Main Amrita Nagar Phase 2.

Location: Amrita Nagar, Halanayakanahalli, Bangalore – 560035.

Date of Birth: 1st January 1987.

Gender: Male

Marital Status: Single

PASSPORT: K3209915

Languages Known: English and Hindi

I hereby solemnly affirm that all the information furnished by me is true to the best of my knowledge.

PLACE:

DATE:

ANURAG KUMAR