

## RESUME

### **BUELA MARTIN**

CISCO CERTIFIED NETWORK ASSOCIATE

Email ID : buelamartin7@gmail.com

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### CAREER SUMMARY:

A CCNA Certified Network Professional with past 5 years of experience in troubleshooting and managing of large scale enterprise networks. In multiple organisations.

### Technical Skills:

- Managing and monitoring the client network infrastructure.
- Good Knowledge on OSI layers and TCP /IP layers
- Working with development teams to help engineer scalable, reliable, and resilient software running in the cloud
- Good understanding of routing and switching protocols OSPF and BGP, VLAN • Network concept including ARP, ICMP, PING, POE, TCP&UDP, DHCP.
- Tools & Applications used –CRM, Putty, ITSM (Service Now), Citrix ,APG tool, CISCO Meraki , SD-WAN
- Monitoring WAN links and Cisco Router traffic, using Network monitoring tools like *ITMS*.

### Current Company: HCL ( Network Engineer)

Project: Uber Technologies: Noc : Escalation Engineer.

Period : June 2022 - 2023 to till present

### Responsibilities:

- Supporting Network Delivery Operations in shared projects.
- Providing supports for multi-vendor devices.
- Providing L2 support on the P1 and P2 issues for the Network and L1 support on the End Point User. • Responsible for generating reports for IT administrators and business managers to evaluate the efficacy of the security policies in place.
- Having Hands on experience and Good knowledge on Monitoring Tools like SolarWinds, ServiceNow, PagerDuty, DeV.ops Tools : Graphana, Moog-soft.
- Daily Operations and troubleshooting, Service creation, User Access management.
- Understanding customer needs and requirements and on this basis create an incident and resolve in given SLA. • Handling Issues Related BGP, OSPF Issues.

- Handling Incident Management, Change Request and Priority Tasks like P1, P2, P3.
- Strong communication, interpersonal, analytical & team building skills with proficiency at grasping new-technical concepts quickly and utilizing the same in a productive manner.
  - Handling Lan/Wan issues Like Wi-Fi, White-listing devices Mac-add.
  - Maintain Ckt's Id's Between ISP and Customers Service Ids.
  - Having knowledge of Routing, OSPF, BGP protocols on real routers.
  - Knowledge of switching technologies- STP
  - Able to access Telnet and Ssh sessions on Cisco routers.
  - Having Good understanding About paloalto firewall

**Previous company :NTT DATA**

**Period : June 2019 - June 2022**

**My Roles and Responsibilities:**

Monitoring SDWAN routers and switches , and working closely with the higher level SDI technical resolver group in configuring the devices and monitoring the network

- Managing user escalations for events, incidents and service requests
- Working with concern teams for high priority incidents until the issue gets resolve and coordinating with ISP
- Making Bridge calls with all stake holders (Managers, SDM, Technical Teams, Clients ) for critical and major incidents.
- Manage calls or tickets on appropriate priority.
- Responsible for providing timely alerts to stakeholder's communications for all SLA impacting incidents
  - Must have to follow the escalation matrix to restore the services before breach SLA
  - Maintains the track record of issue resolution to identify the problems and recommend improvement plans with solutions obtained from technical teams
  - Must have to monitor of P1, P2 tickets to meet SLA
  - Worked with Service now application, APG tool to drag utilization and memory reports •
  - Checking status of device in CISCO Meraki and coordinating with client and ISP.

**Previous Company : CSS Corp Pvt ltd (Network Engineer)**

**Period : Feb 2017 to May 2019**

## **CSS Corp, BENGALURU — Engineer**

(Cloud Infrastructure Services)

- Two years of experience in IT/Development with an emphasis in the network.
- Currently working as Engineer (Network) in CSS Corp.
- Resolved network issues & queries of global customers, predominantly US & Canada.
- Good understanding of routing and switching protocols such as OSPF, BGP, STP, RSTP.  Good understanding of cradle point (3G, 4G LTE) & Cisco Meraki Access point.
- Monitoring & identifying all network related issues.

## **PROFSSIONAL EXPERIENCE**

Network Engineer

Project: Interface security system [ Feb 2017 - June 2019 (present) ]

Roles and Responsibilities:

- Working with the technician to setup the Cisco devices such as router & switch & VoIP phones and analog telephone adapter.
- Configuring Cradle point for IP pass through & NAT mode
- Monitoring all the Cisco meraki Switch and AP and troubleshooting
- Monitoring and rebooting all the equipment remotely.
- Experience in handling the tools like Manitou, ECM, NAV, CSHD, Cisco Meraki,

## **TECHNICAL SKILLS:**

**Switching and routing( manging fortinet devices)**

**Tcp/ip protocols**

**Wan(wide area network)**

**Lan(large area network)**

## **Academics**

### **Degree/ Qualification**

**Institute  
Board/ University  
Percentage  
Year**

### **B.E.**

(Electronics and communication)

East point college of Engineering,  
Bangalore

VTU, Belgaum

62%

2016

### **HSC (PCME)**

Indian academy,  
Bangalore

Pre – University,  
Bangalore

75.4%

2012

### **SSLC**

Madonna high school,  
Bangalore

Karnataka State Board

85.92%

2010

### **Academic Project**

Project duration : 4 months

Project description : *Real time monitoring of water quality in IOT* (internet of things) based on *arm microcontroller* to track the information of the result.

Skills:

Software and tools – PuTTY, Manitou, CRM, Navision, S2S Web Portal.

### **Seminar / Training program:**

Participated in *ARICENT* employability program.

Participated in Science nurture camp by *ISRO*.

Leisure Interest: Playing Guitar, reading books, singing

### **Personal details**

Father name : Martin .N

Date of birth : 17-03-1994

Gender : Female

Marital status : Single

Languages known : English, Hindi, Kannada & Tamil

Permanent address : # 94, 3<sup>rd</sup> main, Evergreen street, Udaynagar, Doorvaninagar Post,  
Bangalore- 560016.

### **Declaration**

I solemnly declare that the above given details are true and correct to the best of my knowledge & belief.

Date:

Place: Buela.M