

Abhishek Mishra

Delhi, India

Mobile: +91 82876 37118

Email ID: abhishekmishrait2107@gmail.com

PROFESSIONAL SUMMARY

Detail-oriented and highly knowledgeable networking engineering professional and IT Administrator with 9 years of experience and in-depth knowledge of technical requirements, hardware options and software solutions. Incorporates new management strategies and technologies to maximize security, performance and usability. Proficient in managing budgets and documentation.

EMPLOYMENT HISTORY

Senior Network Engineer,

Gojek and Tokopedia (GoTo Group) - Noida, Uttar Pradesh

Oct. 2018 – Present

- Designed, implemented, and managed the organization's local and wide-area network infrastructure, specializing in FortiGate firewall and VPN technologies.
- Provided escalated technical support for complex network issues, collaborating with cross-functional teams to resolve incidents promptly.
- Monitored network performance, proactively addressing issues to ensure seamless functionality.
- Collaborated with system administrators, developers, and security experts to ensure integrated and efficient network solutions.
- Developed and executed the overall Network and IT strategy, policies, and procedures to ensure the effective and secure operation of all IT systems.
- Implemented VPN infrastructure for 300+ Employees, allowing secure remote connections.
- Implemented MDM solution (Kandji, Desktop Central & Jemf) for device enrollment to install secured applications exclusive to the organisation.
- Developed and managed the IT budget, ensuring cost-effective use of resources and alignment with strategic goals.

IT System Engineer and Network Administrator,

Renovite Payment Solutions Pvt. Ltd - Noida, Uttar Pradesh

Dec. 2017 – Oct. 2018

- Managed & Monitored IT Network & Infrastructure.
- Configured Operating Systems, Application Software, and System Management tools.
- Monitored and tested application performance for potential bottlenecks & worked with developers to solutions.
- Managed asset-related activities e.g. System Backups, Install & Configure applications, etc.
- Participate in the design of information and operational support systems.
- Provided Technical Level 2 & 3 support to end-users.

IT – Executive Network and Systems Specialist,

Multi-Line Business Solutions Pvt. Ltd - Delhi

Oct. 2015 – Dec. 2017

- Managed & diagnosed network issues through L1 Tech Support
- Escalated IT Network related concerns with senior teams, wherever necessary
- Installation, Configuration, and Administration of Desktop/Laptop (MAC, Linux & Windows) related applications and managed Server support
- Configured EPBX & PRI tools.
- Creating purchase requisitions & licensing for IT hardware/software.

- Responsible for networking-related issues and system support.
- Single Point of contact for all guidance and issues related to the TMS System.
- Installation and configuration of Office IT Devices e.g. Printers, Projectors, Video Conferencing Set-Up, etc. along with proactively managing the IT inventory.
- Data Backup and system Checklist every alternative month.
- Addition and deletion of end-users in the IT System Database.

EDUCATION

- MBA: Information Technology and Marketing - Swami Vivekanand Shubharti University - September 2023
- MCA: Information Technology - Swami Vivekanand Shubharti University - December 2019
- BA: Bachelor of Arts - Delhi University, June 2016

SKILLS

- Network Design and Implementation:
- VPN Technologies
- Firewall Management
- Network Monitoring and Management
- IT Management and Operations Optimization
- Technical Troubleshooting and IT Security Awareness
- Handled help desk service calls to troubleshoot, diagnose and resolve network issues.
- Standardized documentation to improve network management and performance.