

# VISHAL PATEL

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## Profile summary: -

Associates in network technology with Cisco trained associate and professional in routing. As a Network Engineer II, I have experience of 4 years+ in network and server monitoring, troubleshooting skills of networking issues, end user problems and network security issues.

## EXPERIENCE: -

**4<sup>TH</sup> MAY 2020 – RUNNING**

### **NETWORK ENGINEER, NTT COM-NETMAGIC**

- Monitoring, troubleshooting & management of networking devices like router, switches & Firewalls
- Extending technical support for clients over email, portal and phone
- Follows agreed procedures, performs simple installations, replaces consumable items, and checks correct working of installations, and documents and reports (shift reports) on work done.
- Receives and handles requests for service, following agreed procedures. Promptly allocates calls as appropriate. Logs incidents and service requests and maintains relevant records.
- Ensure that the tickets are raised, updated and closed within SLA and ensure timely escalations.
- Following up with vendors, service providers & partners – hardware & software whenever required & resolve issues by minimizing downtimes

**1<sup>ST</sup> OCTOBER 2019 – 28<sup>TH</sup> APRIL 2020**

### **NETWORK ENGINEER L1, WIPRO INFOTECH**

- Remote access, troubleshoot and configuration of the network devices including routers, switches and firewalls
- Monitoring of network and server ticket
- Configuration of new branch router and switches
- Configuration and troubleshooting on: Router: Cisco 881, 4331,1800, 2600,2800.900 series etc. and Switch: Cisco 2960, 3560, 3750 etc
- Configuration of ether channel and trunks in switching network
- Switching: - VLAN, STP, VTP, DTP
- LAN/WAN: IP Routing

**18<sup>TH</sup> NOVEMBER 2018 – 30<sup>TH</sup> SEPTEMBER 2019**

### **ONSITE SUPPORT ENGINEER AT WAN TEAM, ANUNTA TECHNOLOGIES MANAGEMENT SERVICES LIMITED**

- Monitoring of network, server and collocation services ticket
- Remote access, troubleshoot and configuration of the network devices including routers, switches and firewalls.
- Switching: - VLAN, STP, VTP, DTP
- LAN/WAN: IP Routing
- Configuration and troubleshooting on: Router: Cisco 881, 4331,1800, 2600,2800.900 series etc. and Switch: Cisco 2960, 3560, 3750 etc
- Configuration of new branch router and switches

- Experience in tagging tickets and coordinating with Tier1, Tier2 and Tier3 Services Provider
- Preparing Weekly and monthly Root Cause analysis report

**16<sup>TH</sup> JULY 2018 – 17<sup>TH</sup> NOVEMBER 2018**

**ONSITE SUPPORT ENGINEER AT NOC TEAM, ANUNTA TECHNOLOGIES MANAGEMENT SERVICES LIMITED**

- Monitoring of network, server and collocation services ticket
- Remote access, troubleshoot and configuration of the network devices including routers, switches and firewalls
- Experience in tagging tickets and coordinating with Tier1, Tier2 and Tier3 Services Provider
- Preparing Weekly and monthly Root Cause analysis report
- Generating Health report

**EDUCATION: -**

**YEAR OF PASSING 2018**

**BACHELOR OF ENGINEERING, UNIVERSAL COLLEGE OF ENGINEER, MUMBAI I UNIVERSITY.**

Engineering in Electronics and telecommunication, CGPI:- 5.92

**YEAR OF PASSING 2013**

**VIVA COLLEGE, MAHARASHTRA BOARD (MSBSHSE)**

HSC with Bifocal Science, Percentage: 64.50%

**YEAR OF PASSING 2011**

**ST. XAVIER'S HIGH SCHOOL, MAHARASHTRA BOARD (MSBSHSE)**

SSC, Percentage: 80%

**TECHNICAL KNOWLEDGE: -**

**I HAVE A CLEAR UNDERSTANDING OF: -**

- Undertaking CCNA & CCNP professional training from a renowned Institute
- Undertaking of Fortinet NSE1 , NSE2 and NSE4 self-paced training for Fortinet website.
- Configuration and troubleshooting: Router: Cisco 881, 4331,1800, 2600,2800.900 series etc and Switch: Cisco 2960, 3560, 3750 etc
- Configuration of Routing protocols: - RIP, EIGRP, OSPF, BGP, Static Routing
- Switching: VLAN, STP, VTP, DTP
- LAN/WAN: IP Routing
- Hands on experience of cisco router's configuration backup, recovery and password breakup
- Knowledge of HSRP, VRRP and GLBP
- Knowledge on tunneling protocols like GRE Tunnel
- Knowledge of IPSEC VPN and DMVPN
- Knowledge of IPV4 sub netting and super netting
- Basic Knowledge of MPLS
- Others: ACL, NAT, PAT, PPP, CHAP, DHCP, DNS
- Knowledge and working of Firewalls: - Cisco ASA

## **SOFTWARE SKILLS: -**

**I HAVE A CLEAR UNDERSTANDING OF:**

- GNS3
- Cisco Packet tracer
- Solar wind
- Putty, CLI
- Cisco Prime
- GUI of various firewall
- WAN Killer

## **PERSONAL INFORMATION: -**

- Name: Vishal Anil Patel
- Date of Birth: 12<sup>th</sup> October 1995
- Marital Status: Single
- Hobbies: Volleyball, Badminton, Cricket
- Languages: Hindi, Marathi, English, Gujarati
- Gender: Male

## **Enclosure: -**

I hereby, declare that all the information given above is true to the best of the knowledge and belief

(Vishal Anil Patel)