APOORV AGRAWAL

Designation: Senior Network Engineer (L1)
Contact number: +91-9039380749
Email id: apooagra@gmail.com

Career Objective:

Seeking a position as a SOC Analyst/ Network Engineer to put 3.10 years of learning into use to help the business meet strategic and operational goals by identifying opportunities to deploy new technology. Possess expertise in networking and hardware, superior technical aptitude, security, and proven ability to manage complex tasks.

Skill Areas:

- Brief knowledge on Cyber Security, Network Security.
- **Routing Protocol:** EIGRP, OSPF, BGP.
- **Switching Protocols:** VLAN, ISL, dot1q, DTP, VTP, STP.
- **LAN:** TCP/IP, DHCP, TELNET and SSH.
- **Tools:** Cisco CMS, Service now, Putty, Riverbed, Splunk, Sevone, Cisco Prime, Citrix, Wire-shark, Solar putty.

Technical Expertise:

- CCNA certified with 3.10 years of experience in Enterprises Networking and ISP Networking.
- Able to handle customer escalation and deal with multiple teams required to resolve the issue.
- Able to work in all network technologies related to L1/L2 technologies.
- Able to perform device migration, device replacement, IOS upgradation, capacity addition, and device swapping.
- Able to deal with multiple tools such as monitoring tools, Cisco prime, Riverbed, Sevone, Splunk.

Project References:

Prodapt NMS India Pvt. Ltd. (Formerly Synophic Systems Pvt. Ltd. , Bangalore, Karnataka

Project Name: Virgin Media Ireland
Designation: Network Engineer
Roles and Objectives (Oct 2023-present):

- Monitoring various tools (ESB Outage, Spectrum and Alarm Central) and raising incident.
- Assigning incidence to various teams.
- On call support for troubleshooting issue.

 Project Name: HSBC Banking NOC; Client: Cisco (CMS)
Designation: Technical Consulting Engineer (L-1 Support) (Support across 75+ Countries)
Roles and Objectives (Feb 2020- Sept 2023, Duration: 3 Years 7 Months):

- Providing L-1 support to CMS NOC to configure and troubleshoot the Cisco router, switches, WLC, and Wireless Access devices used in different types of sites (Campus, Branch, ATM) in banking environments for 75+ Countries across the world.
- Handling the device replacement activity, IOS upgradation, and licence upgradation activity.
- Dealing with multiple teams such as the local telecom team, ISP, Logistic team, TAC Team, and field team on regular basis to immediate restoration the site and provide RFO to the client and upper management.
- Handling the client's Wireless and LAN tickets for multiple issues such as connection, speed, authorization, and disconnection.
- Support the client to execute the change request and power maintenance activity.
- Supporting the L1 engineer on their queries related to troubleshooting the ticket.

Avicon Engineers and Planners, Bhilai-Raipur (Chhattisgarh)

Designation: Site Engineer
Roles and Objectives (01st Nov 2014 - 30th June 2018, Duration: 3 Years 7 Months):

- Monitoring material consumption and quality inspection.
- Supervision of site works and batching plants.
- Maintaining DPR (Daily progress report) and MPR (Material progress report).

- Contractor labor management and supervision work.

Education:

- Year (2021-2022)   Post Graduate Diploma in Software Development (Specialization- Cyber security), IIIT Bangalore
- Year (2019-2020)   CCNA & CCNP Routing & Switching (Networkers Home, Bangalore)
- Year (2016-2016)   Post-Graduation Diploma in Computer Applications (Dr. C.V Raman University, Bilaspur)
- Year (2014-2014)   AutoCAD (Futech Computer Education, Raipur)
- Year (2010-2014)   B.E Civil (Chhattisgarh Swami Vivekananda University, Bhilai)

Training and Certifications:

• 2023	Fortinet NSE 1 – RWz0wa0Oys
• 2023	Fortinet NSE 2 - b4uFW72IS3
• 2023	Fortinet NSE 3 - 3ASz6FQ6kT
• 2021	ITIL V4 Foundation - GR671288171AA
• 2020	CCNA (Routing & Switching)- CSCO13592680

Personal Details:

- Name   Apoorv Agrawal
- Father's Name   Kunj Bihari Agrawal
- Date of Birth   19th January 1991
- Marital Status   Married
- Address   KCR Building, Ramagondanahalli, White Field, Bangalore, Karnataka

Declaration:

I hereby declare that the above information is true to the best of my knowledge and belief.

Apoorv Agrawal   **Place: Bangalore**