# D.SUBHAN

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## CAREER OBJECTIVE

- To be part of dynamic organization.
- To contribute towards the growth and success of the organization through my sustained efforts
- and to create value not only for me but also for the organization my team members and the customers.
- To positive optimum output for the benefit of the whole organization through my hard work and dedication.

## CERTIFICATE

➢ ( CCNA )CISCO ID :- CSCO14342791

## TECHNICAL SKILLS

➢ OSI/TCP IP Model, IPV4/IPV6
➢ Switching concepts : VLANs, STP, RSTP, Ether-channel, VTP and Port Security
➢ Operating Systems : Linux, Windows and Cisco IOS.
➢ Routing Concepts: Static Route, RIP, OSPF, EIGRP, BGP, DHCP, HSRP and NAT.
➢ Network devices: Palo Alto 440 and 220 Firewalls, Cisco 2960 and stack switches, CISCO WLC, Panorama, Cisco ISE, F5 Load balancer.

## WORK EXPERIENCE

| MTI INTEGRATION SERVICES | |
|---|---|
| Period: | 15 May 2023 to till date |
| Job Title: | Noc Engineer |
| Location: | ILabs, Madhapur, Hyderabad |

## Milestone  JOB RESPONSIBILITIES

➢ Worked on 24X7 on a rotational shift basis.
➢ Maintaining and providing service to AAA Network.
➢ Monitoring critical alert's on Logic Monitor for Firewall, Switches, Access Points by the priority basis P1, P2, and P3.
➢ Responsible for Maintaining AAA Network stability and providing solutions for Network stability.
➢ Worked on AAA network tickets and User tickets, also worked with various departments in AAA.
➢ Worked with Vendors like Palo alto TAC, Cisco TAC, F5 TAC.
➢ Creating ticket and performing Follow-up's with various ISP's like AT&T, AT&T DSR, Granite, COX, Lumen, Comcast.
➢ Also responsible for escalating cases with various ISP's and Vendor which are mentioned above.

**Tools Used :**

- Monitoring : Logic Monitor
- Ticketing : Service Now
- Network tools: Palo Alto 440, 220 Firewalls, Panorama, Cisco ISE, Cisco WLC, NetCloud.
- Vendor Portals: PA TAC portal, Cisco portal, F5 portal, Cisco Prime, Cisco APIC.

## WORK EXPERIENCE

| FUTURE FOCUS INFOTECH | |
|---|---|
| Period: | 08 June 2022 to 01 Feb 2023 |
| Job Title: | Noc Engineer (TCS) |
| Location: | Adibatla, Hyderabad |

## TCS  JOB RESPONSIBILITIES

- Solving the customer queries through email and call support.
- Worked on Service now ticketing tool for creating Incidents, Checking status and creating tasks.
- Escalate to the next level in case the issue does not resolve in time.
- Worked on Outlook as monitoring alert's generated by Manage engine.
- Worked on 24X7 in rotational shift basis
- Monitoring on critical alert's by the priority basis P1, P2, P3 and P4.
- Worked on Manage Engine tool.
- Monitoring critical and clear alert's of Switches, Firewalls, Cameras, Servers, URL, CPU utilization, AP's, Routers etc.,
- Escalate to next level team (ITSM) in case the issue does not resolve.
- Analyze bandwidth and proactively identify bottlenecks.
- Modify network configurations as per the business need.
- Engage ISP or Optics team to Isolate the fault and to resolve the issue with proper RCA
- Pickup faults and troubleshoot quickly to reduce the mean time to repair.
- Continuously monitor and analyze security threats and attacks.
- Follow up with Service Provider for RFO/RCA

**Tools Used :**

- Service Now
- Manage Engine.

| ZOOM FIBER SOLUTIONS | |
|---|---|
| Period: | June 2019 to May 2022 |
| Job Title: | Network Engineer |
| Location: | Nallakunta, Hyderabad |

## ZOOM FIBER SOLUTIONS JOB RESPONSIBILITIES

- Solving the customer issues.
- .Providing L1 Support to resolve issues.
- Configuring managing Switches using Telnet, SSH and Console.
- Installing, Maintaining, repairing and testing high speed internet, networking and VDSL for residential and business clients.
- Analyzing and troubleshooting technical problems.
- Conversing with customers and solving their concerns on service order requirements and equiment requests.
- Checking total line quality to ensure smooth networking service.
- Selling broadband service to customers by identifying their needs.
- Connecting wires and cables to terminals, removing and replacing hardware as needed.
- Configure, Monitoring and Operating L2 switches like 3com, Cisco, Maipu, OAM, Huwaei etc.,
- Configuring, Monitoring and Troubleshooting Switching : Vlan's, Stp and Rstp.
- Monitoring the EMS Server and monitoring gpon olt and onu's with EMS server.
- Monitoring PRTG Graph for IN and OUT flow of Network traffic.
- Configuring, Monitoring and Operating GPON Optical line Terminal (OLT) and GPON Optical Network Unit(ONU's ) .
- Link Interface down / Flapping, Interface errors, BGP session down and Hardware issues.
- Monitoring and Operating of different servers (DHCP, DNS,GOOGLE AKAMAI).
- Resolving SFP Modules and optical Resolving patch card issues.
- Analysis, installation, maintenance and modification of switch network and computing system.Installing andtroubleshooting printer,network printer,scanners,windows OS,windows server OS.
- Assisting in the troubleshooting Network and System related issues.
- Configuring and Operating the Wireless Access points Indoor and outdoor(Unify AP).
- Hands on experience of VOIP, SIP, IP phones configure and troubleshooting.
- Providing 24X7 Support on rotational basis.

## Tools Used :

- Whatsapp Gold..
- Solar winds.
- EMS Application.
- Putty, XShell
- WINSCP

## ORGANISATION PROFILE

We are a premier Customer Experience management company. We help our clients leverage multiple ways of connecting with their customers.

## EDUCATION

- SSC from Oxford Grammer high school.
- Intermediate from Dr.B.R Ambeadkar Jr College.
- Degree from Maharshi Degree College.

## PERSONAL DETAILS

Name                       :   D SUBHAN

Father's Name          : D NOOR BASHA

Date of Birth            :  22 /09/1997

Marital Status          : Single

Nationality              : Indian

Sex                        : Male

Languages   known   :  English, Hindi and Telugu

Permanent Address   : Plot no : 107, shiv sai nagar, Uppuguda , Hyderabad.

**Date:**

**Signature:**