

Vivek T.S
Network Support Engineer
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OBJECTIVE

To obtain a challenging position in a dynamic organization and be an integral part of growth oriented company. To utilize and grow my analytical, research and technical skills in System/Network Administration.

WORK EXPERIENCES

COMPANY: Integrated Command, Control and Communication Centre, Kochi

DESIGNATION : COC Executive

DURATION :20/07/2020 TO Present

RESPONSIBILITIES:

- Testing the application and its functionality and reporting to the development team with the functional observation points.
- Responsible IC4 executive in monitoring the applications like IC4, Grievance, Web portal end to end and reporting to the concerned stakeholder and the internal team for any deviation.
- Validating the data from different stakeholder like Solar, streetlight, KSEB, etc. on a daily basis to ensure the adequate data are receiving from the vendor services to our application.
- Verify the API integrations, to ensure that all services are integrated with vendor and data are receiving in a consistent manner.
- Interacting with different stakeholder on a daily basis for any emergency alerts in site or inconsistency of data service, and notifying them to follow the standard operating procedure to avoid the high severity level.
- Performing Governance activities to ensure the quality of the product and the task has been closed by stakeholder within SLA.

DESIGNATION : Network Support Engineer (Freelance)

DURATION :14/01/2019 To 19/07/2020

RESPONSIBILITIES:

- To provide remote-user and onsite support to clients.
- System Assembling, Configuring & Troubleshooting.
- Network Configuration and troubleshooting of Multi-Vendor Switches and Routers.
- System Printer sharing and Configuring.
- Fort client installation.
- Symantec installation.

COMPANY:Muthoot Finance Ltd. India

DESIGNATION :System Administrator

DURATION :28/10/2017 TO 05/12/2018

RESPONSIBILITIES:

- To provide remote end-user helpdesk support to clients and onsite support.
- To work with vendor support team to resolve technical issues within the desktop environment.

- User account administration, ie: account creation and management and password resets on active directory.
- Familiarize end users on basic software, hardware and peripheral device operation.
- Dealing with hardware and application support queries and issues reported to the support desk and escalated to the desktop support administrator.
- Work progress is based on ticket logging system. We have response and resolution time to rectify the issue on time.
- Handling escalation call on priority.
- Familiar with Remote tools VNC Viewer, Remote desktop connection.
- Installing, configuring maintaining and troubleshooting desktops, laptops, mobile thin clients.
- Worked as a part of team operating in a fast paced, changing and challenging 24x7 environment.
- Coordinating with service providers for restoration of Links and addressing other network issues.
- Arranging field engineer visit to branch for offsite location and guidefield engineer to resolve the issues which we are not able to resolve remotely.

TECHNICAL SKILLS

Network Administration:

- Routing – Configuring, verifying and troubleshooting of Cisco devices. Implementation and Verification of Routing Protocols RIP, EIGRP and OSPF, BGP.
- Switching – Configure, verify and troubleshoot Manageable Switch with VLAN, PRIVATE VLAN, Inter VLAN Routing, TRUNK, VTP, STP, Ether channel, Port Security
- Configuring and troubleshooting issues related to LAN/WAN/routing Protocols
- Configuration and troubleshooting of HSRP, VRRP and GLBP issues.
- Hands On Experience Of Cisco Routers Backup, Recovery & Password Breaking.
- Configuring and Troubleshooting of ACL – Standard, Extended and Named.
- Hands on experience in Cisco Catalyst 2960, 3560, SG300 Switches,
- Hands on experience in Cisco 810/1900/2800/2900/ISR4321 Routers with protocols involving TCP/IP, EIGRP, OSPF, BGP.
- Monitor report and escalate MPLS/Broadband link Issue with the Service Providers.
- Knowledge on Firewall.

Office Automation: Familiar with MS-Office (MS-Word, MS-Excel, MS PowerPoint).

TRAINING AND CERTIFICATION

CCNA (Cisco Certified Network Associate Routing & Switch).

CCNP (Cisco Certified Network Professional).

EDUCATION QUALIFICATION

- **Msc. Comp Eng & Networking (69%)** from Depaul Institute Of Science & Technology, Angamaly (MG University) in 2016
- **B.C.A (55%)** from Nirmala College, Chalakudy (MG University) in 2013

PERSONAL DETAILS

Date of Birth : 13/07/1993
Nationality : Indian
Sex : Male
Marital Status : Single
Languages known : English, Malayalam, Hindi
Passport : Yes
Address : Thrikkassery (H), p o vellikulangara,
Thrissur district, pin- 680699, Kerala

DECLARATION

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the same

Vivek T S