

# ATHUL A

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## CAREER OBJECTIVE

I am expecting a challenging position in a progressive environment that uses my technical skills and experience for growth and organizational goals as well as that provides a platform for learning and self-improvement.

## SUMMARY

- 6.8 years of relevant experience in IT Networking & Incident management Field.
- Implementing Monitoring Troubleshoot and managing Switches, Routers and Firewall.

## PROFESSIONAL EXPERIENCE

1. COMPANY NAME : LTI MINDTREE  
EXPERIENCE : DEC 2022 – TILL DATE  
ROLE : NETWORK ENGINEER L2 | IT INFRA (TOC)

- Monitoring & Troubleshooting network and Server devices that include Windows servers, Cisco Routers, Switches and Firewall
- Experience in SolarWinds, Nagios Monitoring tools
- Escalating Layer 3 Network Issues using ticketing tool.
- Familiar with Service Now portal
- Handling with Incidents, ServiceNow requests, Problem tickets.
- VPN support for LTI clients (Providing New VPN connection & Resolving & Troubleshooting VPN issues).
- Handling Proper Escalation Matrix.
- Making Reports

2. COMPANY NAME : RAILWIRE ICT PVT LTD  
EXPERIENCE : MAY 2018 – DEC 2022  
ROLE : NETWORK ENGINEER

- Co-Ordinate the Daily Schedule for Field Engineers Performing Maintenance, Repair or Installation Based on the Complaints.
- Arranging Field engineers for serious activities or and fix problems within SLA.
- Monitoring & Troubleshooting network devices that include Cisco Routers, Switches and Firewall
- Escalating Layer 3 Network Issues using ticketing tool.
- Upgrading of IOS for Cisco Routers, Switches.
- Documenting network changes and updating topology diagrams accordingly.
- IOS Upgradation of Multi-vendor Routers & Switches.

- Configuration Cisco Switches 2960, 3750, 3850 switches & Routers 2900,2800,7206.
- Configuration and troubleshooting the LAN infrastructure using switching Technologies which includes VTP, VLAN, STP.
- Designing, deploying, and troubleshooting networks using dynamic routing protocols (EIGRP, OSPF).
- Handling Service Request, Incident, Change and Problem Management
- Create VLAN According to the client Requirement.
- Create and Manage Spanning Tree.
- Backup and Recovering the IOS, Running and Startup configuration.
- Update and follow incidents which assigned in our queue.
- Creating and maintain network documentation and knowledge that is up to date.

3. COMPANY NAME : RailTel Corporation of India  
 EXPERIENCE : March 2016 –April 2018  
 ROLE : Network Technician

- Worked in IT@School project Handling technical issue for MSP Railwire (under RailTel Corporation of India)
- Good understanding and real time experience in monitoring & Troubleshooting wireless Routers and Modems.
- IOS Upgradation of Multi-vendor Routers & Switches.
- Configuration and troubleshooting the LAN infrastructure using switching technologies which includes VTP, VLAN, STP.
- Making emergency changes in the network to ensure uninterrupted services.
- Arranging Field engineers for serious activities or and fix problems within SLA.
- Timely reports to concern managers having details of project activities and work status
- Responds to Tickets opened by routine alarms and Network issues.
- Experience in installing, configuring and troubleshooting and monitoring network to ensure network availability to all system users and perform
- Necessary maintenance to support network availability.
- Escalating Layer 3 Network Issues using ticketing tool.
- Continues to drive issues with the ISP to ensure timely resolution of customer's network outage.
- Follows escalation procedures for the ISP when issues are not being resolved.
- Maintains communication with Clients throughout the problem resolution process
- Provide timely and accurate updates in the trouble ticket database. Evaluate product diagnostics reports, error reports, and logs to isolate network and/or equipment issues.
- Utilize the NOC management tools to capture data flow, analyze and identify network issues.

## TECHNICAL SKILLS

Routing	RIP V2, OSPF, EIGRP, BGP(Basics).
VLAN	Inter VLAN Routing (ROAS & SVI), VTP, DHCP
Redundancy	HSRP
STP	STP, RSTP, Ether channel
SOLARWINDS , NAGIOS	

## COURSE COMPLETED

- Cisco Certified Network Associate (Routing & Switching)- Cisco Id-CSCO13623987

## EDUCATIONAL QUALIFICATION

- **Bachelor of Computer Application** – Dr.CV Raman University, Bilaspur
- **Diploma in Computer Engineering** – Govt. Polytechnic College, Thrikkaripur, Kerala
- **VHSE** – Technical Higher Secondary, Neruvambram -2012
- **SSLC** - KKN MEMORIAL GVHSS, PARIYARAM - 2010

## PERSONAL DETAILS

Date of Birth	: 20 JUNE 1994
Father Name	: PADMALOCHANAN T V
Languages	: English, Malayalam, Tamil
Passport Number	: M9881893

## 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 above-mentioned particulars.

PLACE: BANGALORE

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