RESUME

Ph: -8668104551
Email: smary1311@gmail.com

Accomplished Network IT professional, technology savvy self-starter, adapt at moving into new environments and extrapolate from existing experience to quickly adapt to new technologies fluently. Possess first rate communications and collaboration skills to lead and work in concert with diverse groups effectively.

OBJECTIVE

Looking for a challenging position in profession so as to will employ my past practices and knowledge, distinction of promoting my skill with a growth leaning Organization and achieve expertise in affirm of talent technologies.

EDUCATION

- DCS&E : JSS polytechnic for differently abled - 2011

- CCCA : Worth Trust Katpadi – Tmail Nadu - 2008

- HSC : St, Anna's Girls Higher secondary School – Tamil Nadu -2007

- SSLC : St, Anna's Girls Higher secondary School – Tamil Nadu -2005

SKILLS AND INTERESTS

- Ability to work in Team and individually be in possession of working responsibilities.
- Interested and always willing to append and expand knowledge constantly.

PROFESSIONAL EXPERIENCE

Organization : WIPRO INFOTECH Ltd - GSMC
Role   : Engineer – Network Management (Shared)
Period   : Oct2011 – May 10th -2017
Organization : SUTHERLAND GLOBAL SERVICES
Role   : **Sr.Assoc-Network Admin**
Period   : 11th May 2017 – Till now

Responsibilities

- Preparing pending call report and same has to share with concern domain & follow up till call closure.
- Responding to customer issues and onsite team mails within 15 minutes
- Interacting to customers with positive approach and make confident on our service.
- Experienced in remotely managing large enterprises WAN of different clients all over the globe. Providing supports on Cisco Routers and Switches. Datacenter management of various clients remotely.

- Experienced in Protocols like EIGRP, and BGP.
- Monitoring and troubleshooting various networking devices including routers (1760, 1841, 1812, 2811), Switches (6500, 4500, 3500, 2900), Modems etc. using Network Management System tools.
- Upgradation of IOS & Taking backup of the entire network device using Cisco works.
- Calling SP, escalating for faster restoration/resolution and following up for RFO/RCA, Sync with Onsite Team for Client requests resolves for day-to-day activities and Vendor Escalations.
- Coordinating with helpdesk and onsite Network Engineers for meet Targeted SLA achievement of Client.
- Familiar with several monitoring tool such as E-helpline, Net flow, E-health, Alert Tracker & Cisco Works.
- Resolve the problems to ensure a timely resolution. Maintain Network availability, Capacity and Quality of service to meet SLA targets through proactively monitoring & management and evaluating network performance.
- Coordinating with the vendors for link failure cases.
- VLAN changes and Port enable or disable based as per the request send by GTI, Auto VLAN scheduling weekly and daily
- Preparing Daily, Weekly and Monthly repeated failure reports for the network device uptime.
- Coordinating with service providers (Flow/Lime/TATA/Airtl/Cisco/PLDT/Reliance/Verizon/AT&T/Level3) for Wan related issue.
- Diverting traffic via secondary link when primary is down/configuring for Auto failover of links
- Troubleshooting bandwidth & all network related issues & carrying out predefined change requests from customer.
- Managing the network remotely from NOC – Remote Infra Structure
- Primary troubleshooting on Router, Switch failure cases.
- Preparing Daily checklist &weekly reports related to link failure cases for network device uptime details.
- Network review with customer and all the services providers on Daily basis.
- Monitor Syslog, Meraki, Thousand Eyes, Appneta and SevOne
- Sharing ThousandEyes, Appneta, SevOne Reports along with the logs as supporting documents
- Handling P1, P2 and P3 Issues, Fixing issues and calling seniors or NE oncall as situation demands

Strengths:

- Possess good relationship building and interpersonal skills
- Hardworking and quick learner
- Commitment towards work
- Sincerity and Self-Confidence
- Good team player
- Quick adaptability to challenging situation
- **Typing 40WPS**

PERSONAL INFORMATION

Name	:	Sammanasu Mary M
Father's Name	:	P. MariyaKulandhi
Date of Birth	:	28th March -1989
Address for Communication	:	Wipro Infotech No #105, Anna Salai, Guindy. Chennai - 32
Permanent Address	:	M. Sammanasu Mary #742, Middle Street, Eleyanganni (Post) T.V. Malai (Dist) Tamil Nadu - 606753.
Sex	:	Female (Disabled 70 %)
Languages Known	:	Tamil, English and Kanada (Talk)

Declaration

I hereby declare that above furnished specifics are accurate to the paramount of my knowledge and confidence.

Place: **SAMMANASU MARY M**

Date: