**Deepan.M**

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Kumalan kuttai, mobile no: +91-9894748465

Erode- 638011. Email-id: deepandeebs@gmail.com

**Objective:**

To work in a challenging atmosphere by exhibiting my skills with at most sincerity and dedicated smart work for the growth of your esteemed organization along with mine.

**JOB RESPONSIBILITIES:**

NOC Engineer- Management and Operations Support in one of the largest Internet service provider

in Asia.

 Network Design, Implementation and configuration assistance to Internet service provider

environment and enterprise.

 Sound technical knowledge in Cisco products – Configuration and Troubleshooting.

 Mission Critical Networking Monitoring, Support End-to-End Problem Ownership & Resolution

 Ability to work under Pressure to meet the Service Uptime SLAs

 Excellent customer facing and communication skills

**PROFESSIONAL EXPERIENCE:**

**Experience Summary**

April 2017 to Till Now

Title: TAC Engineer

Contract Organization: Team Lease Ltd.,

Parent Organization Name: Telesonic Networks Ltd.,

Role:

* Provided 24x7 technical support, monitored network performance, operations & maintenance (OAM)
* End to End Ownership of Configuration, Troubleshooting, NMS Addition and TACAS addition ofASR900, ASR9000, C6524 and C7600 Devices.
* Basic Configuration and basic troubleshooting of HUAWEI and ALCATEL Routers.
* Troubleshooting of complex LAN/WAN infrastructure, including routing protocols, OSPF, ISIS, MPLS&BGP.
* Migration the Network from Cisco 7610 to ASR9010 and Cisco 6524 to ASR900 Routers.
* Deeply committed to customer care, satisfaction, and retention.
* Incident management and ticket handling experience without breaching SLAs.
* Implemented planned maintenances for hardware replacement or upgrades required for the CiscoASR900 and ASR9000 Service Routers
* Documented and facilitated work approvals via Remedy.
* IOS Upgrade, Backup / Recovery Procedure, and other critical Hardware Maintenance Activities.

**Technical Qualifications:**

* Courses in Java as a front end application developing
* And know basics of SQL,MY SQL and basics of DB
* Course did in CCNA but not certified

**Academic Qualifications:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Degree** | **Institution** | **University/Board** | **Year of**  **Completion** | **CGPA / Marks %** |
| B.E | Karpagam College of Engineering, Coimbatore | Anna University | 2016 | 70 |
| HSC | Adharash Vidhyalaya Higher Secondary School,  Anthiyur | State board | 2012 | 80 |
| SSLC | A.E.T Matric Higher Secondary School,  Erode | Matriculation | 2010 | 85 |

**PERSONAL SKILLS:**

* Interact well with Diverse Cultures/ Groups.
* Willingness to travel whenever required.
* Quick learner.

**Personal details:**

Father’s Name : Marappan.C

Date of Birth : 13-Nov-1994

E-mail : deepandeebs@gmail.com

Languages Known : English, Tamil.

Contact No : 9894748465

I hereby declare that the above given information is genuine to my knowledge.

Place :

Date : ( **Deepan.M )**