**Gouri Bhattalwar**

**Network Administrator**

**Wipro Technologies**

**Pune, India**

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**ADDRESS:** Sonigara Kesar society, building no.B7, flat no 107, kaspate wasti, chattrapati shivajichowk, wakad, Pune-411057

**CAREER OBJECTIVE:** To enhance my knowledge and develop myself to work in challengingenvironment and cooperate in the success of the company.

**EDUCATIONAL QUALIFICATIONS:**

|  |  |  |
| --- | --- | --- |
| **Education** | **Board** | **Aggregate** |
|  |  |  |  |
| Computer Engineering | Rashtrasant tukdoji maharaj | 64.53% |
|  |  | Nagpur University |  |
| 12th | State Board | 66.83% |
|  |  |  |  |
| 10th | State Board | 87.40% |
|  |  |  |  |

 **Experience Summary** : **From Nov 2018 8th - Present**

* Currently working at **Wipro Technologies**
* Project – **LEVI’S (Levi Strauss & Co.)**

Wipro Designation: Administrator

Client designation: Service Desk Analyst

**Levi’s (Levi Strauss & Co) :**

**Levi Strauss & Co.** is a privately held American [clothing](https://en.wikipedia.org/wiki/Clothing) company known worldwide for its **Levi's** brand of [denim](https://en.wikipedia.org/wiki/Denim) [jeans](https://en.wikipedia.org/wiki/Jeans). The company's corporate headquarters is located in the [Levi's Plaza](https://en.wikipedia.org/wiki/Levi%27s_Plaza) in San Francisco. There are various products which levis creates right from jeans, trousers, shorts, shirts, jackets, sweaters, T-shirts, socks, eyeglasses, accessories, shoes, dresses, skirts, belts, overalls, jumpsuits .Levis has some **500 stores** all over the world, and their products are available in **110** countries around the world.

**Roles and Responsibilities :**

* Responsible for handling the Network operations & maintenance for all Levi Stores and Corporate office worldwide.
* Effective Coordination and worked closely with all location Router Engineer, Vendors & Technician to ensure smooth Network operations.
* Support Security, WAN router, VPN, and other networking device across domestic and remote support for international location.
* Support and Manage LAN/WAN devices (Switch, Router, Modems, Link Load Balancers, Wi-Fi, Access Controller)

* Taking care of SLA (Service Level Agreement) while handling the tickets.
* Troubleshooting for all networking problems on WAN connectivity to ensure minimum downtime and maximum availability/ connectivity of networks.
* Incident management and preparation of RFO/RCA report
* Working on high priority tickets (P1 and P2) and ensure to resolve the issue in stipulated time to ensure SLA of the ticket is maintained.
* Involved in Plan activities, migration and maintenance activities on DC’s and router configurations for well network connectivity.
* Complete knowledge of Routing and Switching along with protocols like DHCP, VLAN, VTP, STP, RIP, EIGRP, and OSPF.
* Handled some of the issue related to BGP through monitoring tools like Solar winds etc. Managing Lan, wan, wireless and load balancer of client network including retail, corporate and data centres.

* Configure routers and switch as per customer requirement
* Perform logical configuration changes to the live networks.
* Adding Switches in stack.
* Troubleshooting on Fortinet router and switches and Access points
* Upgrade IOS in new switches and Wireless controllers.

**Previous Experience :**

 **Infosys BPM Limited From 2017 OCT 23rd – 2018 OCT 26th**

**Project : Singtel Pvt Ltd.**

Infosys Designation: Process Executive

Client designation: Service Desk Analyst

**Singapore Telecommunications:**

**Company Profile**: - Singapore Telecommunications Limited, commonly abbreviated as SingTel, is aSingaporean telecommunications company, with a combined mobile subscriber base of 500 million customers from its own operations and regional associates in 30 countries, making it one of the largest mobile network operators in Singapore and the 20–30 largest in the world. SingTel provides ISP (SingNet), IPTV (mio TV), mobile phone SingTel Mobile and fixed line telephony services.

**Role Description:**

* Was Responsible for providing end to end Coordination and support to Singtel Enterprise Services to customers for Lease line, Fixed Lease Line, MPLS VPN, on WAN connectivity.
* Responsible for handling the escalation calls from service account manager and customer & provided them the support as per requirement.
* Following the process of Incident management while handling the tickets.
* Effective Coordination and worked closely with all location Router Engineer, Vendors & location IT Heads and Account Managers to ensure smooth Network operations.
* Taking care of SLA (Service Level Agreement) while handling the tickets.
* Troubleshooting for all networking problems on WAN connectivity to ensure minimum downtime and maximum availability/ connectivity of networks within SLA parameter.
* Incident management and preparation of RFO/RCA report
* Taking follow up with local Service Providers & Partner Carriers (LSP’s) for end to end coordination and giving updates to the respective team and also updating the tickets.
* Managed 6000+ fully managed enterprise customers.
* Coordinating with network operation team and global operation team for updating the customer and LSP.
* Coordinating with Partner, internal team (customer incident management team, INFRA team, Global operation team, RMS Tier 2 team, VPN Tier 2 team), customers for extended support.
* Well versed with various softwares like Putty, Focal scope, RLAN/RMS spectrum.
* Ensure proper handling of incidents with current changes, and updations to operations team.

* Services Handled for International leased line:
	+ RMS(Router managed service)
	+ Connectplus IPVPN(Internet protocol virtual private network)
	+ IPLC(International private leased circuit)
	+ Megapop
	+ RLAN
	+ RVPN
	+ TOPS
* Services handled for Domestic leased line:
	+ - ALLC(Analog local loop circuit)
		- Gigwave
		- Diginet - Digiplus, Digilink
		- Backhaul
		- Dark fibre
		- Videosonic
		- ISDN
		- MetroEthernet
* Services handled for Satellite :
	+ - VSAT
		- MVSAT
		- INMARSAT
		- IRIDIUM
		- BGAN

* **Tools Used**
* SMOD: Service Management on Demand. (Ticket creation/Updation)
* Solarwinds
* MRTG (Multi Router Traffic Gropper) for Bandwidth Utilization.
* Focal Scope (for emails)
* One agent web (for calls)
* ICON (for customer’s database)
* One supervisor (for agent’s dashboard)
* **Management work:**
	+ Helped the automation team in extracting the data for the segregation of emails.
	+ Helped the Singtel’s account management team for the testing of new citrix URL.

**CORE STRENGTHS:**

* Co-operative
* Quick Learner
* Management
* Efficiency in Team work
* Responsible

**EXTRA-CURRICULAR ACTIVITIES:**

Worked in an NGO called **MAD (Make A Difference)** in Nagpur as an Education Support volunteer. (2016-17)

**ACHIEVEMENTS:**

* Divisional level athletics player(under 18)
* Certified for Elementary/Intermediate drawing exam
* Certified by Chief Minister **Devendra Fadnavis** through ECPA (Engineering Colleges Placement Association)for Placements in the year 2017.
* Certified for Jungle Adventure camp organized by **Bhonsala Adventures & Sports** **foundation & The Hitavada-Twinkle club**
* Secured 1st position in poster making competition organized during “Cleanliness drive” held for 15th August 2013.
* Certified as a scout leader by **Maharashtra state safety Patrol** in the year 2008.

**CO CURRICULAR:**

* Certified for participating in Android development from **IIT Bombay.**
* Worked as an coordinator for the event called **GROOVE** in the college fest INSIGHT 2K17
* Worked as an organizing member in the event D’Crypt from **TECHNEX 2017**

**HOBBIES:**

* Swimming
* Sketching
* **Personal Details:**

|  |  |
| --- | --- |
| Name | : GOURI BHATTALWAR |
| Father’s Name : DILIP BHATTALWAR |
| Nationality | : Indian |
| Gender | : Female |
| Language Known | : | English, Marathi, Hindi |
| Passport details | : | P2461926 |
| Marital status | : | Single |

**DECLARATION:**

I hereby declare that above information is true to the best of my knowledge and belief.

**Place:** Pune

**Date:**

GOURI BHATTALWAR