**Vikram Kumar Das**

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**SUMMARY OF QUALIFICATIONS**

**Promote optimal performance, reliability, and security across core business systems**

* Results-driven professional offering a progressive, Three-year career in information technology.
* Repeated success directing IT projects from inception to execution, strategically allocating resources and delegating tasks to achieve on-time delivery.
* Expertly manage Network support operations, diligently troubleshooting issues to identify root causes and prevent recurrence.

**Areas of Expertise**

Network operation | Application Support | System Administration | Networking

Router & Switches | IT Help Desk | Resource Allocation | Leadership | Jira & ITMS | Firewall

**Technical Proficiencies**

Platforms Windows /7/8/10; Mac OS X;

Software Microsoft Office (Word, Excel, PowerPoint, Project)

Languages C, Java;

Networking CCNA (Router & Switches)

Data Base MySql

**Routing Technologies:**

* Configuring, verifying & troubleshooting Static & Default routing.
* Configuring, verifying & troubleshooting EIGRP & EIGRPv6.
* EIGRP cost calculation, EIGRP equal cost & unequal cost load balancing.
* Configuring & troubleshooting OSPF in a single area terminology and
* Operation in a broadcast multi-access topology, point to point topology & NBMA topology.
* Interconnecting multiple OSPF areas & study OSPF LSA’s.
* Configuration & verification of RIPv2 routing protocol.
* Configuring NAT (static, dynamic, port overloading).

**Switching Technologies:**

* Configuring & Verifying Layer 2 Switches.
* Configuring & Verifying VLAN’s, Trunk links.
* Verifying STP, RSTP & finding root bridge.
* Configuring & verifying Ether Channel.

**Security:**

* Configuring port security.
* Controlling VTY(Telnet/SSH) Access.
* Configuring & monitoring Standard Access Lists & Extended Access Lists.

**Professional Experience**

**Wipro, Bengaluru**

**Senior Technical Analyst**  -March-2017 to Present

Promoted to leadership role accountable for maintaining key business applications and systems. Partner with senior leadership to guide short- and long-range technology planning. Plan, coordinate, and execute hardware, networking and software upgrades.

Serve as vital resource for Help Desk staff, overseeing daily support operations and providing assistance on complex trouble tickets. Cultivate and maintain relationships with IT vendors.

**Projects and Responsibilities:**

* GIS map development -Network and Server support.
* Troubleshooting and reporting through IT-Ticketing system
* Operational support for map production
* Working with command center team to resolve bug issues related to system and tool.
* Addressing user tickets regarding tools and system.
* To monitor, operate, manage and troubleshoot tools which is used for map making.
* Responsible for all internet related issues.
* Server and Network monitoring
* Performing troubleshooting on assigned tickets and resolving the problem.
* Suggesting ideas for process & tool improvement.
* Working in a particular tool which is used for map making.
* Raising unfamiliar cases to Technical Support Lead and circulating the resolutions across the SMEs.
* Providing floor support in case of system or network failure.
* Managing & Monitoring Network & coordinating with team members.
* Excellent knowledge in installation & configuration of Routers & Switches.
* Accepting the tickets raised by customer and collecting all required information from customer to troubleshoot the issue.

**Super wave media Pvt. Ltd.**

**Associate System Engineer**-May-2016 to February-2017

Performed troubleshooting, repair, and maintenance of computer systems, hardware, peripherals, and telephony. Analyzed system requirements to efficiently isolate and resolve a wide array of technical issues. Participated in large-scale upgrades and installations.

**Projects**

* Played an instrumental role in companywide migration from legacy customer relationship management (CRM) system to client by providing end-user training and support.
* Developed step-by-step training manuals for end-users to ensure a seamless transition following application upgrades.
* Spearheaded new procedures for Help Desk documentation, enabling the development of a comprehensive knowledge base of common issues and solutions to improve Help Desk

efficiency.

**Professional Development**

* Cisco Certified Network Associate (router and switch)
* Information Technology Infrastructure Library (ITIL)

**Achievement**

Awarded for outstanding performance and lasting contribution at Wipro

**Education**

2012-2016

B-Tech(Computer science & engineering), GITAM

**VIKRAM KUMAR DAS……… Date………….**