**AAKASH BHARDWAJ**

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**Address – H. No 3387, Mahindra Park Rani Bagh , Opp Luxmi Studio , Delhi**

**Career Objective:**

To work in a competitive, dynamic and global environment that gives scope for challenges and opportunities to exploit my present skills and strengths. To excel in the field of networking & telecom emerging technologies and also to be a part of the growth-oriented team in a challenging environment. Observant with proven well multitasking and professional communications skills. Work to deadlines and cope calmly under pressure. Motivated and goal-oriented. Resourceful, creative and flexible.

**Work Experience:**

* Cross functional experience in Network Security and Routing/Switching implementation on Cisco and ZTE devices in SOC/NOC Environment.
* Hands on Exposure in Implementing Network on Cisco Devices.
* Dealing with clients at expo fair.
* Inspection of machines like Hydraulic Rubber Presses machine, Hydraulic Rubber Transfer /Injector machine, Hydraulic Cylinders.
* Working On technical Products like Gensym Licensing, DNN (Dot Net Nuke), EPM Live Licensing.

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| **Crossover Technologies Inc.( Versata Inc.) April 2018 – Jan 2019** |
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| **Designation** | Working as a **Product Support Engineer (Working Remotely)** |
| **Job** **Responsibilities** | This support level receives inbound requests through channels like phone **(Zoiper) (AirCall),** Web forms **( Zen-Desk)**, email, chat **(Bot Chat),G- Suite** or other means based on the documented agreement with the Client. L1 support typically includes individuals that have very limited technical expertise. L1 support logs, categorizes, prioritizes, tracks, and routes1. Incidents reported by users or
2. Alarms raised by monitoring tools.
3. L1 is intended to be the first to acknowledge an incident.
4. L1 support tracks tickets until successfully resolved.
5. L1 engineers can implement basic, documented break-fix tasks.
6. L1 personnel will typically escalate to an L2 resource and follow documented escalation procedures, again
7. Working On technical Products Like DNN, Crossover, Knowledge Marketing , Gensym, Sensage, etc
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| **Hydro Mech Automation Pvt. Ltd Sept 2017 – Mar 2018** |
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| **Designation** | Working as a **Support Engineer /L1 Engineer** |  |
| **Job** **Responsibilities** | * Implemented design platforms dedicated to international product development.
* Provided New Product Introduction requirement schedules for Marketing, Sales and Production.
* R&D in projects according in customer requirement.
* Inspection of machines like Hydraulic Rubber Presses machine, Hydraulic Rubber Transfer /Injector machine, Hydraulic Cylinders.
* Maintaining Database, OS, Email, Accounts etc.
* Dealing with clients at expo fair.
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| **Avico Software Solutions Pvt Ltd. Dec 2013 – Apr 2017**  |
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| **Designation** | Working as a **Network Engineer** |
| **Job** **Responsibilities** | * Managing LAN/WAN support for the corporate network management of infrastructure.
* Configuration and Troubleshooting of Cisco routers and switches.
* Handling calls for trouble shooting of network related issues.
* Configuration and troubleshooting of OSPF, BGP and EIGRP.
* Planning and design of the circuits.
* Configuration of CE router, core switches and Access switches.
* Installing & maintaining network, IOS of Router and Switch.
* Interacting with different hardware vendors regarding the project.
* Scheduling and carrying out IOS upgrades and hardware upgrades.
* Configuration and Management of Switches (Cisco 2960, Cisco 2950G). Routers (Cisco 3700, Cisco 2800, Cisco 2600, Cisco 1800).
* Preparation of reports for different processes which covers bandwidth utilization, latency reports and device/links Uptime.
* **Cisco L2 & L3 Switches Managing and Troubleshooting, VLAN on Multi-Layer Switches including Cisco IOS.**
* **Access control management in terms of port opening and providing access to users by configuring ACL according to project requirement.**
* Responsible for Looking after for Network trouble-Shooting.
* To provide technical support to all type of Networking Equipment’s.
* Knowledge in information security, particularly incident response, monitoring, application and database security
* Build and maintain Visio documentation database of network topology
* Managing User accounts using Cisco Secure Access Control Server.
* Proficient in configuration & maintenance of routers, switches and other networking & computer peripherals
* Developing of packet filtering using different types of access control lists and object grouping
* Knowledge in information security, particularly incident response, monitoring, application between CISCO devices.
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| **Technical Preview** |
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| **Routing Protocols** | Configuring and troubleshooting Static, RIP, EIGRP, Default Route, Summarization, Authentication, Route Filtering, Distribution List etc. |
| **Switching Protocols** | Configuring and troubleshooting VLAN, VLAN Trunk, VTP, STP, and Ether Channel, Switch Port Security. |
|  **Networking** | DNS, DHCP, Cisco Routers, Knowledge of G-Suite |
|  **IT Security** | Cisco, VPN, Remote Desktop Connection |
| **Operating Systems** | Windows XP/2003/Vista/7/8/10 |

 **Education Qualification:**

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| Qualification | University/Board | Result | Passing Year |
| B.Tech (Electronics &Communication | Maharishi Dayanand University, Rohtak, Haryana | 65.00% | Aug 2013 |
| Intermediate | Central Board Secondary Education Delhi | 74.04% | May 2009 |
| Matriculation | Central Board Secondary Education , Delhi | 80.05% | May 2007 |

 **\*\* Pursuing MBA in International Business from Symbiosis University**

**Personal Detail:-**

* Date of Birth : April 16th, 1991
* Marital Status : Single
* Languages Known : Hindi, English

##### ****DECLARATION:-****

**I hereby declare that all the above information is true to the best of my knowledge.**

**Aakash Bhardwaj**