SAPAN CHAUDHARY

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Network and Security
IT Service Operations & Infrastructure Support, Networking
Location Preference: All over India

➢ PROFILE SUMMARY

- Offering 7+ years of comprehensive experience in global planning, end-to-end IT Infrastructure and Network Engineer (WAN & LAN)
- Responsible for plan / design / maintenance of Technology / Networking infrastructure along with IT-Infra Passive work.

➢ AREAS OF EXPERTISE

- Expert knowledge of a variety of network management tools, test equipment, circuits, and routers.
- Extensive knowledge of TCP/IP protocol and firewall security in an inter-networking environment.
- Advanced knowledge in Cisco Network including:
- Cisco firewalls, switches, routers and wireless.
- Excellent interpersonal, organizational, customer service, communications, and presentation skills.
- Experience with Cisco network knowledge as indicated above.
- Ensuring that the goals of the Incident Management process are achieved; restoring normal service as soon as possible based on customer perspective and within defined SLA
- Detecting, logging, categorizing and prioritizing incidents and providing initial Incident Support.
- Experienced in working interactively with customers and all levels of management.

➢ EMPLOYMENT DETAILS

1. **From Jan 2020 to till date with Delhivery Pvt ltd Gurgaon as Manager (IT-Infra Team)**

Key Result Areas:

- Incident resolution within timeline- Improvement in seamless coordination with support team to resolve issues more quickly and within SLA and Rezoi Ticket management and Device Monitoring.
- Manage NOC and L2 Team of full-time employees, managed services, and vendor partnerships.
- Handle escalated issues and work closely with the operations team to resolve issues.

2. **From May 2018 to till Dec 2019 with Delhivery Pvt ltd Gurgaon as Assistant Manager (IT-Infra Team)**

Key Result Areas:

- Developing and documenting standard operating procedures and best practices through ongoing evaluation and continual improvement.
- Manage L2 Team of full-time employees, managed services, and vendor partnerships.
- Handle escalated issues and work closely with the operations team to resolve issues.
- Validate problem descriptions and perform detailed problem diagnosis.
- Ensuring awareness of the Team processes and management updates among all shifts.
- Handling VLAN issues, Port down, Port security, Link speed and bandwidth related issues.
- Supporting Shift Leads in management \ coordination of shift works where necessary.
- Incident and change management for all network and security related issues.
- Managing a SonicWALL Firewall cluster including its configurations and rule sets.
- Maintaining all IT-Infra related activity i.e. troubleshooting, new set-up etc. at PAN India sites.
- Handling more than **180** sites.
- Manages the day-to-day service delivery of team members to ensure all action plans, goals, and objectives are completed in a timely manner, with high quality, and within acceptable financial parameters.
- Responsible for managing 24x7 support schedule.
- Monitoring and coordinating with field engineers in case of link failure and hardware issue.
- Responsible for troubleshooting and timely resolution of faults/issues in IP network.
- Here I am working on switching ring topology to avoid latency. Cisco 3560, SG-300/350 devices.
- Wireless network set-up, Cisco Meraki and Unifi APs along with cloud key.
- Manages escalations and ensures the Site is left in a stable state at the end of the change.
- Responsible for configuration of SonicWALL firewalls- Creation of rules, NAT, IPsec VPN configuration, Failover configuration, security contexts, Clustering.

3. **From Jan' 2017 to May 2018 with Infosys Pvt Ltd (on payroll of Acliv Technology pvt ltd), Gurgaon as Network Security Engineer**

Key Result Areas:

- Worked towards the achievement of the strategic and operational objectives of the group located across multiple locations in a 7*24*365 environment.
- Evaluate, test, recommend, and implement specific network solutions.
- Manage assigned network related tasks for projects.
- Perform engineering, design and technical support for internal and external networks.
- Coordinate with other offices any network changes or activities that could affect them.
- Provide hands-on support, maintenance, performance monitoring, and optimization of all LAN/WAN infrastructure including physical cable plant, wireless, and associated equipment.

- Provide planning and technical support to determine network business needs throughout the company.
- Comply with all standard internal controls and processes.
- Ensure that system improvements are successfully implemented monitored to gain the greatest efficiencies.
- Manage network projects related to technology pilots, conversions, implementations, etc.
- Troubleshoot the most complex network issues as level 2/3 engineering support.
- Establish network priorities as they relate to the achievement of short and long-term business goals and objectives.
- Full knowledge of the business and architecture of the network.
- Manage the installation of data communication lines, networking and security equipment
- Ensure Network Operations notification and escalation procedures are accurately followed
- Effectively communicate network event status and impact to management
- Responsible for insuring compatibility and connection of networks between SPE offices.
- Responsible for network security including but not limited to intrusion/virus protection, anti- spam, virtual private network(s), and fire wall(s).
- Accountable for the support, installation, maintenance of:
  I. Switches routers and firewalls
  II. Cisco ASA, Routers and Switches.
  III. Bluecoat, Checkpoint, Riverbed.

4. **From March' 2016 to August 2016 with CSS CORP Pvt ltd Chennai as Network Engineer**

Key Result Areas:

- Planned with clients in establishing their computer and IT network infrastructure to ensure that the systems are tailored and satisfy their requirements and needs.
- Implemented IT network and compute projects: Installed, configured and maintained network services, new hardware systems as well as peripheral equipment/devices per the project
  requirement and the client's needs.
- Monitored the network performance timely to improve operation and functionality.
- Monitoring Network, Infra, Applications, Database Replication & Storage Devices.
- I worked on Security Profile (SRX).
- Providing 24x7 supports to Customer, with maximum uptime.
- Identification of Physical Issues and coordination with local support team till the closure of Ticket.
- Network changes to be done.
- Managing IP allocation.
- Providing 24x7 supports to Customer, with maximum uptime.

5. **From Aug 2012 to March 2016 with Core Networks Solution Meerut as Network Engineer**

Key Result Areas:

- Monitoring Team quality regarding customer interaction.

- Responsible for maintaining overall team quality scores.
- Creating quarterly action plans for process streamlining.
- Responsible for interviews and maintaining team strength. Handling escalated queries/issues in their network infrastructure and resolving them.

➢ TECHNICAL OVERVIEW (NETWORK DEVICES & APPLIANCES)

- **Switching Technologies**: Layer 2/Layer 3 switching, VLANs, SLA, VTP, 802.1Q, Ether-channel, STP, Layer-2 ACL, DHCP.
- **Routing Protocols**: OSPF, RIP, Static, EIGRP, Redistribution.
- **Other Technologies:** DHCP, FTP, DNS, Telnet, SSH, TCP, IP, ARP, ICMP, HTTP, HTTPS.
- **Firewalls:** Cisco ASA Firewall, Address Translations, VPN, Bluecoat.
- **Tools:** Dealt with monitoring tools like network packet capture tools like Wire-shark, etc.
- **Wireless**: Cisco 2504, Cisco Meraki MR33, Ubiquiti (Unifi Aps).

➢ EDUCATION

- Graduation (B. Com) from CCS University with 63% in 2009

➢ Certifications:
- Certified Network Associate (CCNA) (Trained)
- Cisco Certified Network Professional (CCNP)(Trained)

➢ Personal Details

- **Date of Birth**   : 12th JULY 1988.
- **Gender**   : Male
- **Father's Name**   : Sanjay Chaudhary.
- **Nationality**   : Indian.
- **Marital Status**   : Married
- **Passport No**.   : S6604026 (Exp 3rd Oct 2028)
- **PAN No.**   **:** ALJPC9689F

 DECLARATION

I hereby declare that the above-mentioned particulars are true to the best of my knowledge and belief.

Date:

Place: Gurgaon

(SAPAN CHAUDHARY)