# Prachiti Vilas Parab

Female, Age: 28 years

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**CCNA (ROUTING & SWITCHING): CSCO12991978**

**Career Objective:** To associate with an organization and to work towards its growth along with personal enhancement as a Network Engineer having knowledge on WAN, nexus , arista, troubleshooting and Managing. Also blended with the Team leading/Customer interactive skills obtained being a Team/Shift Lead and Hands-on Experience of Queue/Shift, people management skills.

 **Training**

##

Cisco Nexus and catalyst / Alcatel/Arista

Cisco Certified Network Associate in Routing and switching CCNA) (**CSCO12991978)**

Completed Training on CCNA Data centre, Nexus switches

Certified in ITIL V4

Completed Training on Cisco Certified Network Professional (CCNP-ROUTE)

Completed Training on Cisco Certified Network Professional (CCNP-SWITCH)

Completed Training from MTNL on converged communication

Completed Training on Networking on “Google cloud platform”

**Technical Skills**

* Layer 3 routing (OSPF BGP, MPLS ).
* Layer 2 switching ( STP, LACP, MLAG, VLAN ).
* **Redundant protocols**: ( HSRP + VRRP )
* **Switching technology**: VLAN, VTP, TRUNKING, STP, RSTP, ETHERCHANNEL, Inter-vlan routing ,**Nexus** OS-7k,5k,3k,9k, **Arista** 7k 9k,Cisco **ACI**, OTV

**Academic details**

BE (Electronics and Telecommunications) May 2013 Mumbai University 61.54%

Diploma (Digital Electronics) May 2010 Mumbai University 85.09%

Class X May 2007 Mumbai University 76.15%

**Work Experience**

**Total Experience: 5+years**

* **Working as Sr tech support Analyst in Accenture India ltd (22nd April 2019 till at present)**

 Organization: Accenture India ltd

 Job Profile: Build team – Implementation- network

 Designation: S/w tech support operation Sr analyst

Supporting on new build of data Centre in Germany client SAP.

Working on IPAM, DNS, ADAM, CA Spectrum, ACS tools, S4 Hana, Net brain, HPNA

Working on nexus 5K, configurations, implementation on Arista7K switches.

Working on cisco catalyst 6500 migration, configuration to cisco nexus 5k

Worked on End of Life project migration of 7048 -T management Arista switches to 7010-48T

Worked on ACI technology new build, worked on data center improvement project

IOS upgradation in nexus and arista switches.

Migrating switches from CE to fabric path.

Have basic knowledge on blue coat proxy

Working knowledge of Routing (EIGRP, OSPF, BGP) and Switching (Nexus, VLANs, Catalyst, Port

Channel, HSRP, VPC) – Cisco environment

Working knowledge of monitoring protocols like syslog/SNMP and able to independently analyze

events/logs.

Creating Runbooks for better understanding of DC ACI Singapore.

Application Centric Infrastructure (ACI) ACI policy model and GMP Lagecy and ACI

♣ ACI logical constructs and building blocks ACI networking (Layer 2, Layer 3) L4-L7 Services Insertion and ACI integration with virtual environments Migration to ACI.

* **Worked as Project coordinator in Infosys LTD (VHR solutions) (1st Aug 2018 to at present)**

 Organization: Infosys Ltd (VHR solutions)

 Job Profile: NBN activation (Telstra project)

 Designation: Project coordinator

* Support the transition of Telstra product and services to Telstra NBN ready product /services according to agreed timeframes and operational metrics.
* Order tracking the schedule maintenance.
* Collaborate and communicate with internal and external stack holder
* Migrating services from copper to fibre as per customer requirement
* Preparing pre- config and post- configs of router as per technology, performing IP detailing task, PE port building.
* Working on various fibre technologies like FFTN , FTTP, FTTB, Fixed wireless, FTTC
* Working on Juniper and Cisco (897LTE,867,1900XX) router, performing cutovers
* Booking up a smart-tik with Project manager.
* Upgrading IOS and firmware if required.
* Setting up a bridge call with Australian customer and onsite field engineer, PM at the time of migration.
* Diagnose, correlate complex network problems, identify root causes and develop automated remediation.
* o Understanding the Telstra Australia location infrastructure
* o Troubleshooting in BGP, OSPF, Routing policy, MPLS, L2 infrastructure for the given location.
* o Creating VLANS and performing other L2 operations for respective projects
* o Reviewing policy like Nat rules or respective project to access outside network through intranet or to internet.
* o Configuring, Verification virtual LAN (VLAN), Inter vlan routing and VLAN trunking protocol.
* o Configuring routes as per requirement in the router.
* o Assigning Management IP addresses from the Pool.
* o Building interface on Provider Edge Router.
* o Assisting onsite Technician for bringing CE router up and secure the router so that it can be managed remotely.
* o Preparing final configurations and uploading in Router.
* o Adding devices to management tools so that they can be monitored.
* o Managing Customer Edge Routers and Provider Edge Router.
* o Coordinating with Team leader and manage the team and work pressure whenever required.
* o Training to newly joined team members subordinates.
* o Router Password recovery using rommon mode.
* o Cisco IOS Up gradation Using TFTP server.
* **Worked as Senior Network consultant in Vodafone Global services (14th Nov 2016 to 24th July 2018)**

 Organization: Vodafone Global services

 Job Profile: Proactive monitoring and diagnostics

 Designation: Sr. Executive (Network consultant).

 Responsibility Includes: -

* Troubleshooting for the Sev1 ,Sev2,Nonservice affecting cases of UK customers.
* Worked on Cisco, Alcatel routers.
* Troubleshooting BGP, QOS issue.
* Timely following with 3rd party and with 2nd line team if needed.
* Worked on all kinds of products of Vodafone such as Ethernet, VPN, DSL,ILL ,DiOMSP, EWL etc. circuits.
* Supporting onsiteUK field engineers for configurations of routers, testing etc.
* Worked on telnet relay, Putty, Remedy and necessary tools of Vodafone.
* Handling escalations related to network fault & troubleshooting.

* **Worked as an Executive for Tata communications Ltd. (20th July 2014 to 28th OCT 2016)**

 Organization : TATA Communications Limited.

 Designation : Executive.

 Responsibility Includes

* Troubleshooting highly escalated cases.
* Solving trouble ticket on basis of alarms generated in Monolith. Acknowledgement of alarms and mentioning respective reasons.
* Coordinate with last mile team in case of interrupted network connectivity
* Providing RFO to customer for network outage.
* Responsible for handling, troubleshooting Customer complaints. Handling 10-20 cases on day-to-day basis.
* Worked on CRM Tools: Remedy11.0, Cramer, Putty, Telnet relay, Spot light service acceptance.
* Handling various types of activities at customer end by taking remote access.
* First level troubleshooting at POP end Router and Switch for SEV-1 cases that involves customer coordination (TAT Wise) and following up with section involved for circuit restoration.
* Timely internal escalations for faster resolutions.
* Initial troubleshooting that includes laptop testing, checking duplex setting, checking default gateway.
* Worked on Alcatel, Juniper routers
* Failover testing, traffic shifting activity as per customer requirement.
* Checking WAN and LAN connectivity.
* Technical support for downstream location and field engineers
* Willing to work in shifts including night shifts.
* Handled cases of all type (Link down, flapping, packet drops, Latency).
* Worked on Alcatel, Cisco router.

**Achievements**

* Best performer for the month of Sep 2015.
* Best performed for enhanced productivity for the month of Dec 2016
* Rewarded for customer centricity for the month of April 2016.
* Rewarded for good performance in the month of September 2019

**Personal information**

Name : Prachiti Vilas Parab

Date of birth: 21st November 1991

Languages known: English, Hindi, Marathi, German

**Personal skills**

• Excellent communication and presentation skill

• Confident, hardworking, obedient

• Eager to learn new things.

 DECLARATION

 I hereby declare that all the above information are true and correct to best of my knowledge.

 Signature- Date-