**Ankur Deep**

**Network Analyst**

**✆: +91-9781234574**

**🖂ankurthapa001@gmail.com**

# Professional Experience

1. Presently part of organization **Accenture Technologies** as a **Network Support Engineer** from June 15, 2018 to till date.

# Job Responsibilities

* Responsible for handling cases of Corporate & Enterprise customers regarding **ILL & MPLS.**
* Operating experience with in Real Time Operations function, Centralized Fault management. Specifically, leased line Faults received from Enterprise customers to the relevant queue for action and to ensure tickets are being managed in accordance within SLA.
* Working with **change management** team and handling planned activities in the network.
* Also worked with **MSDC** (management service data center) team which is arranging the access of all AIRTEL’s data center and POP locations.
* Responsible for the End to End Testing of L2/L3 Level circuits including domestic as well as International Connectivity.
* Working on **M6 metasolv, BMC remedy, ECRM (Oracle Tool) & Putty**.
* Responsible for troubleshooting **CEN** Network **(Carrier Ethernet Network).**
* Responsible for troubleshooting MPLS Links, ILL links etc.
* Responsibility is to monitor and ensure that any fault reported, should be resolved within the SLA.
* Provide timely guidance and help to the team members on the technical as well as on process aspects.
* Troubleshooting of issues based on BGP, OSPF, STP, VTP and VLAN.
* Handling corporate mails & co-coordinating with respective teams to resolve their issues ASAP.
* Hands-on experience with different Application- CRM, Putty etc.
* Assist when necessary in detecting possible problems and assigning them to appropriate problem management team for them to raise problem records, provide workarounds and conduct RCA, provide exemplary customer focused support.

**Testing / Monitoring Tools**: MRTG.

**Other Tools**: BMC Remedy, M6 - Network Inventory Database, ECRM, Putty

# Academic Qualification

* B-tech from IKG Punjab technical University in 2017 with 62%.
* Diploma from sukjindra group of institute Gurdaspur with 65%.
* Matriculation (Class X) from Bal vidya mandir high school (PSEB) with 72%.

# strengths

* Adaptable
* Willingness to Learn
* Sincere and Dedicated
* Good Team Player

# Personal Information

* Date of Birth : 02th Nov 1996
* Marital Status/Sex : Single/Male
* Address : Nangal kotli mandi Gurdaspur H.No.405/2
* Email id : ankurthapa001@gmail.com

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

Yours Sincerely

**Ankur Deep**