

**Madhan**

[**Madhan.258924@2freemail.com**](mailto:Madhan.258924@2freemail.com)

**Objective:**

Willing to excel as a part of dynamically highly qualified professionals and expecting a challenging position in a reputed organization.

**Experience Summary**

* **Around 7 years** of experience knowledge in IT diligence especially in hardware and networking with inspiring analytical, problem solving, communication and interpersonal skills. Have proficiency to interact with individuals at all levels and have succeeded in working as a good team player.
* Hands-on experience in Computer Hardware, Network administering, Monitoring and console configuration of Cisco router and switches.
* Working knowledge of Protocol: **OSPF**
* Cisco Certified Network Associate (**CCNA**)
* Good analytical, communication skills and good team player.
* Experience in handling Change control process for hardware and network related changes and documentation.
* Experience in analyzing network traffic, monitoring and managing the health and status of the network using **Info Vista**, **Solar winds** and **C-Panel**.
* Experience in configuring IP telephony **Avaya**
* Experience in commissioning and maintaining the WAN links.

**Educational Profile:**

* **M.sc IT,** Sikkim Manipal University [2011-2014]
* **B.A Economics**, Bharathidasan University, Rajah Serfoji Government College, Thanjavur [2004-2007]
* Diploma In **Systems And Networking,** NIIT Institute, Chennai
* S.B Govt **Higher Secondary** School, Pudukkottai [2001 -2003]

Board of Education: State Board

* **O.S.L.C,** Samskrita Vidyalaya Oriental High School, Pudukkottai [2000 -2001]

Board Of Education: OSLC

**Certifications:**

* Cisco Routing (CCNP)
* Cisco Certified Network Associate (CCNA)
* Certificate In Computer Literacy Program

**Skills:**

Tools : Rass. Netcracker, Magpie, IPSS, IPRDM.

Info Vista and Solar winds, MS-office.

**Work Experience Summary:**

1. **IT OFFICER,** INCO GROUP OF COMPANIES, OMAN Jan-2015 to Jan-2016 (One year contract)

**Summary:**

INCO is a Group with a long and rich history. It first started as a design consulting company in 1952 and evolved to become one of the leading contracting companies in the field of construction and erection of Industrial process plants and petrochemical plants. With our production facilities in Oman, Turkey and Dubai, INCO has completed several projects for world-class EPC contractors such as General Electric, Bechtel from USA, MHI from Japan, Doosan from South Korea and Desmet Ballestra from Italy.

**Responsibilities:**

* Network cabling crimping, cable dressing, Rack fixing, I/O & Patch panel punching.
* LAN, WLAN networking set-up, Planning, Implementing, Diagramming, maintenance & troubleshooting.
* Computer assembling and maintenance.
* Troubleshooting hardware and software problems.
* Configuring and troubleshooting desktops, laptops and printers.
* Installing and configuring the peripherals, components and drivers.
* Setting of small and medium size networks.
* Maintenance & trouble shootings of Networking Devices like ADSL Router, Wireless Router and Switches.
* Network printer, multi printer, Desktop Printers, Plotters, Scanners, Data and other peripherals sharing, installation & configuration.

* Creating email ids & outlook for users & maintaining their data base.
* IT stuff inventory maintenance & updating, Issuing IT equipment for users.
* Ensure timely resolution and closure of all incident/problems reported.

1. **EDP (Electronic Data Processor) – IT Support Engineer,** Avigna Properties Private Ltd Chennai, India

June-2013 to Nov-2014

**Summary**:

Avigna Properties Private Limited’ now forays into property development with a vision of creating asp rational premium residential and commercial properties. To ensure the highest quality design, development, and construction, the management team has retained the services of industry-leading experts in architecture, engineering, and design.

**Responsibilities:**

* Plans, designs and implements network setup.
* Network Cabling, Crimping & Punching for systems, switches & routers
* Analyzing network traffic, monitoring and managing the health and status of network.
* Maintaining systems, laptops, printers & trouble shoot issues.
* Configuring & installing required software & drivers for all devices.
* Coordinating hard ware issues with suppliers & manufactures for replacement or repair if it is under warranty period.
* Managing Control-Panel for maintaining proper e-mail data base.
* Creating email ids & outlook for users & maintaining their data base.
* Providing remote support to site users for trouble shooting issues.
* Configuring blackberry & creating email id’s for users.
* Takes ownership of IT or related issues and works with 3rd parties and Vendors.
* Taking attendance report & sending to management from biometric system.
* Requesting plan change & additional connection for mobile services as per management's requirement.
* Managing telephone connections & PRI.

**3) Network Engineer,** LA Technologies, MumbaiJan-2013 to Feb-2013

Client : **Anna Centenary Library, Chennai**

Role : Network Engineer

Team Size : 10

**Responsibilities:**

* Coordinating with service providers for commissioning and maintaining the WAN links.
* Maintains network performance by performing network monitoring and analysis, and escalating Problems to vendor.
* Responsible for maintaining the IP address management database.

**4) Network Engineer L1**, Crown Solutions Pvt Ltd, Chennai, India Feb-2012 to May-2012

Client : **Wipro Info Tech (Telstra Project)**

Role : Network Engineer L1

Team Size : 9

Tools : Rass. Netcracker, Magpie, IPSS, IPRDM.

**Summary:**

Telstra is an Australia’s leading telecommunications and information services company, with one of the brands in the country. Its offer a full range of services and complete in all telecommunications markets throughout Australia. It’s a leading provider of mobile phones, home phones and broadband internet. Providing more than 8.3 million Australian fixed line.

Worked as **Network Engineer L1** for Crown Solutions Pvt Ltd at the client site Wipro Info Tech for the Telstra project.

**Responsibilities:**

* Provide new network services – Broad band connection, IP telephony, wireless etc.
* Request service change and additional connection as per customer requirement.
* Create VPN, VRF and PE edge component to customer.
* Provide remote support to Field Technician for installing the CISCO router.
* Implement change to customer service for upgrade of speed, change in QOS etc.
* Ensure timely resolution and closure of all incident/problems reported.
* Prepare daily reports and maintaining proper documents.
* Performs other duties as advised by the Team Leader.

**5) Network Engineer**, Magnum Networks Support Pvt Ltd, Mumbai, India Jun-2009 to Mar-2011

Client : **Tcs e-serve Ltd, Chennai**

Role : Network Engineer

Team Size : 4

Tools **:** Info Vista, Solar Winds

**Summary**:

**Magnum Networks Support Pvt. Ltd**. provides complete end-to-end consultancy and project management in the area of IT services.  These services cover design and deployment of LAN and WAN Networks, Data Centers, Network security and auditing, Network and Infrastructure Management for Call Center.

Worked as **Network engineer** at client site TCS e-Serve Ltd. (Formerly known Citigroup Global Services Ltd.) one of the biggest BPO cum call center with more than 4500 Users, which includes 400 Voice Users**.**

**Responsibilities:**

* Analyze network traffic, monitor and manage the health and status of the network using Info Vista and Solar winds.
* Performs basic network trouble-shooting.
* Coordinating with service providers for commissioning and maintaining the WAN links.
* Maintains network performance by performing network monitoring and analysis, and escalating problems to vendor.
* Takes ownership of network or related issues (as part of a team) and works with 3rd parties and Vendor.
* Responsible for maintaining the IP address management database.
* Preparing network utilization report on daily basis.
* Involve in major activities during various project implementations and change controls.
* Responsible for planning and implementing future IT developments and undertaking project work.
* Sustaining proper documentation of network setup and change control.
* Performs other duties as advised by the IT Network Management Team.

**Project Summary:**

**Client: Tcs e-serve Ltd**

**1) Project:** Commissioning of 10 Mbps links to upgrade the links for Business expansion.

**Responsibilities:**

* Diverting traffic to alternate link during the change.
* Checking all applications whether it’s working properly after implementing the changes.
* Coordinating with GNCC and Service Provider.
* Escalating problem to GNCC if any application is not working.
* Escalating issue to Service provider if any slowness after implementation.
* Works with vendors to resolve network and connectivity issues.
* Make sure that connectivity works for all users in our organization.
* Created confirmation report document to GNCC and Service provider.

**2**) **Project:** Link failover test.

Client : **Tcs e-serve Ltd**

Role : Network Engineer

Team Size : 4

Tools **:** Info Vista, Solar Winds

**Responsibilities:**

* To ensure and confirm the backup link will be able to carry the heavy traffic load when the primary is down.
* Coordinating with GNCC and Service Provider.
* Shutdown the primary link interface to divert the traffic into the backup link.
* Taking backups and logs when secondary link is on production.
* Reporting to GNCC and service provider if user’s facing any latency issue while implementing.
* Taking ping and tracert response during the test.
* Make sure that connectivity works for all users in our organization.
* Created confirmation report document to GNCC and Service provider.

**6) Technical Support Engineer,** Modi Korea Telecommunications Ltd, Chennai, India June-2007 to May-2009

**Summary**:

**Modi Korea Telecommunications Ltd**, Inbound and outbound voice, chat and e-mail customer service provider. Capabilities include customer care, order management, sales, accounts, technical support and market research for telecommunication operator such TATA Indicom and Reliance.

**Responsibilities:**

* Responsible software installation, hardware and networking maintenance and repair.
* Involved in the rollout of software updates and patches.
* Communicating with third party technical specialists.
* Providing remote support to clients for trouble shooting issues.
* Recording and attending faults as reported on: PC’s, laptops and mobile.
* Creating and maintaining email profiles for users.
* Installation and support of telecommunication equipment
* Working closely with software suppliers to resolve operational issues.
* Providing advice on selection and purchase of IT equipment.
* Ensure adequate antivirus protection & solutions are maintained and updated.

**Personal Details:**

Name : Madhan

Date Of Birth : 07-Nov-1985

Nationality : Indian

Gender : Male

Marital Status : Single

**Summary:**

I hereby declare that the above given information is true to the best of my knowledge and belief and I shall abide by the company’s rules and regulations.