**CAREER OBJECTIVE**

Seeking position with an organization where creativity is encouraged, coupled with space for learning towards expansion of futuristic technologies that aim at development and implementation of efficient form of data-communication and provide opportunities to attain the highest standards of excellence in profession.

**CERTIFICATIONS**

**CISCO ID: - CSCO11376426**

* CCNA Year- 2008
* CCNP (Routing & Switching) Year- 2009
* CCNP (TSHOOT) Year- 2012
* ITIL Foundation Year- 2014

**PROFESSIONAL EXPERIANCE (6 Years)**

**Aricent Technologies, Gurgaon, Haryana (INDIA)**

Designation : Network Specialist

Project : CISCO TAC – Incident & Escalation Management

Process : PSTS (Post Sales Tracking Services)

Duration : From 23rd February, 2015 to Present

**JOB DESCRIPTION & RESPONSIBILITES**

**JOB DESCRIPTION:**

Working as a Segment Lead. Handling post sales incidents and escalations for the clients in U.S. Region – Commercial Segment for Cisco Sales and Accounts Team.

**RESPONSIBILITIES:**

* This role works cross-functionally with Cisco technical center, sales, logistics, and other support teams to ensure all services are compliant and delivered in timely manner, while improving operational efficiency.
* Help customers resolve issues related to different Cisco Product line – Licensing, Smart Accounts, Router/Switch/Wireless/Security devices, Sales Order/Purchase Order with relevant resource involvement and order tracking.
* Co-ordinate between different internal teams to provide expedited resolution to the customer post sales issues as per the required service level agreements (SLAs).
* Escalate within different channels and hierarchy to remediate customer issues and improve customer satisfaction.
* Build and maintain strong partnership with key stakeholders in all the TS centers to allow smooth, efficient and positive working relationships.
* Manage and analyze existing escalated cases within the team and advice on next steps for smooth progress.
* Involved in additional activities such as bin management, reports, tracker creation and maintenance.
* Performing audits, case analysis & quality checks for team members to manage their backlog and increase productivity.
* Preparing monthly performance reviews and dashboards to project segment’s health and improvements.
* Focused on providing quality work to ensure compliance to process guidelines.
* Also train and mentor new joiners with process guidelines & share best practices through various interactive sessions.

**Aricent Technologies, Gurgaon, Haryana (INDIA)**

Designation : Network Engineer

Project : CISCO TAC

Process : Switching

Role : TAC Engineer

Duration : From 26th December, 2013 to 22nd February, 2015

**JOB DESCRIPTION & RESPONSIBILITES**

**JOB DESCRIPTION:**

Worked as Network Engineer (TAC) for CISCO Networks in coordination with Escalation Teams to resolve issues for the clients for U.S. & U.K. region.

**RESPONSIBILITIES:**

* Provide remote technical support via email and phone on implementation of technology using various networking products & applications for Cisco networks.
* Troubleshoot every case assigned (including backlog) and drive towards positive resolution thereby to achieve customer satisfaction.
* Troubleshooting on Cisco Platforms - 2960 / 3560 /3650 / 3750 / 4500 & 6500.
* Troubleshooting hardware problems and failures followed with replacement.
* Help customers in installation of various switching products.
* Scheduling and carrying out IOS upgrades and hardware upgrades.
* Evaluate the scope for timely escalation and ensure that the customer problems are addressed as per the priority.
* Replicate the customer scenarios in local lab to troubleshoot and find out the root cause behind any service interruption or customer raised issues.
* Interface with the clients and document all the communication in the case.
* Handle Customer feedbacks and answered to technical queries on Cisco Switching technology and products.
* Work for permanent solution on reoccurring network Incidents.

**WIPRO TECHNOLOGIES LTD, Hinjwadi, Pune, Maharashtra (INDIA)**

Designation : Project Engineer

Project : BT (British Telecom)

Process : CE Config MPLS

Role : Configuration Specialist

Duration : From 11 June, 2007 to 01 December, 2009

**JOB DESCRIPTION & RESPONSIBILITES**

**JOB DESCRIPTION:**

Worked as a Configuration Specialist for the client British Telecom (BT) in coordination with the onsite Team to configure services for BT Clients including different regions U.S., Europe and Asia-Pacific.

**RESPONSIBILITIES:**

* Provisioning the Base and Final Configurations for BT Customer Routers.
* Configuring and troubleshooting static and dynamic routing protocols (OSPF, EIGRP and BGP).
* Provisioning and troubleshooting Leased Line Circuits like Ethernet Leased Lines (T1, E1, T3, E3 and DS3), DSL Circuits (ADSL/ SDSL in PPPoE and PPPoA), Frame-Relay, and ATM and ISDN circuits.
* Coordination with the Field Support Team in a scheduled manner for the Test and Turn Up or Commissioning Activity. All necessary equipment’s handed over to FE, ensuring all circuits are tested successfully and check the failover solution works if applicable; pass out any faulty circuits as Dockets to the carrier to fix the fault, document all testing. Troubleshoot any issues that arise during the installation, liaise with the solution architect in order to resolve the issues.
* Backing up and Restoring the Cisco IOS and Router Configurations.
* Involved in an elite Project of BT that involves Migration of existing Customer Network to BT Network as a part of scheduled activity in co-ordination with On-site Team through Email support and IP Phone in an MPLS –BGP environment.
* Ensure all configurations are built to comply with the Core Technical Design Team Templates and internal standard requirements.
* Configuration, Installation and Trouble Shooting on CPE Routers with the Access provided through GLOBAL TACACS. Other aspects include configuration of AAA, DHCP, IPSEC and NAT as special requests.
* Providing special services as per Customer requirement in extending WAN resiliency to Customer Network through HSRP or N\* Circuits.
* Worked on Change and Modify (Upgrade/Downgrade) requests on running circuits.
* Responsible in Network Performance Management and De-configuration for Ceasing Services.
* After resolving the problem, if it’s critical then make document for future references as per ITIL Standards. Practice ITIL standards in Process delivery, involved with Change/Configuration and Release Management of the ITIL Service Support.

**EDUCATIONAL QUALIFICATIONS**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Degree /Certificate** | **Institution** | **Trade** | **Year** | **Division** | **Percentage** |
| BCA | University Maharani’s College, Jaipur | BCA | 2004-2007 | First | 66.50 % |
| XII | Rajasthan Board - Maheshwari Girls Senior Secondary School, Jaipur, Rajasthan | Science (Biology) | 2003-2004 | First | 70.31% |
| X | Rajasthan Board - Maheshwari Girls Senior Secondary School, Jaipur, Rajasthan | Secondary | 2001-2002 | First | 84.33% |

**EXTRA CURRICULAR ACTIVITIES & ACHIEVEMENTS**

* Certificate of Appreciation from Wipro Technologies.
* Awarded with “Gargi Puraskar” by ‘Girl Child Education Foundation Of Rajasthan’.
* Awarded by “Advertising Club of Jaipur” for Advertisement making for ‘Oasis Mobile Services’.
* Recognized by “Nature Club Of Rajasthan” for Photography.
* Volunteered in “National Service Scheme (NSS)”.
* Interested in Drawing, Miniature Painting and Dance.

**PERSONAL DETAILS**

**Husband:** Mr. Varun   
**Date of birth:** 03-10-1986   
**Gender:** Female   
**Marital Status:** Married

**Languages known:** English, Hindi

**Soft Skills**

* Quick Learner, Honest, Meticulous and Effective team player.
* Dedicated and focused, able to prioritize and complete multiple tasks and follow through to achieve project goals.
* Independent and self-motivated with excellent communication and people managing skills; able to grow positive relations with all co-workers as well as customers, at all levels.
* Have an analytical and creative approach to problem solving, troubleshooting and decision-making.

**Place: New Delhi Nisha**