**Jagdish**

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Currently Working with Deutsche Bank on the payroll of Dimension Data India Pvt. Limited. With having total 2 Years 5 Months years of experience as a Network support Engineer and NOC Executive Engineer. Seeking a position to utilize my skills and abilities in the field of technology that offers security and professional growth while being resourceful innovative and flexible.

## Academic Qualifications

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| **Year** | **Institute** | **Certificate** | **Percentage** |
| 2015 | RK University, Rajkot, Gujarat | M.Tech(Computer Engineering) (Gold Medalist) | 8.3 CGPA  |
| 2013 | Gujarat Technological University, Gujarat | BE (Information Technology) (Class First) | 7.7 CGPA  |
| 2009 | Jawahar Navodaya Vidyalaya, CBSE Board | H.S.C (12th Std) | Got in merit |
| 2007 | Jawahar Navodaya Vidyalaya, CBSE Board | S.S.C (10th Std) | Got in Merit |

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## Awards & Achievements

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| **Academic** | * Got 1st Position in M.Tech Computer Engineering.
* Got the highest position in BE IT, in 7th & 8th Semester.
* Got in merit 10th and 12th class.
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| **Certificate Examinations**  | * **CCNP** Certified(Cisco Certified Network Professional) (Cisco ID- CSCO12744986) (R & S).
* **CCNA** Certified (Cisco Certified Network Associate) (Cisco ID- CSCO12744986) (R & S).
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| **Extra-Curricular** | * Participated in “Japan-East Asia Network of Exchange for Students and Youth Program” Conducted by The Japan International Cooperation Centre in JAPAN and completed it successfully.
* Secured 1st place in the NS2 seminar “National Workshop on Network, Network Simulation & Information Security” (24th – 29th Nov., 2014) at ISTAR & IEEE Gujarat Section,VV Nagar.
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## Professional Experience Technical (Total 2 Years and 5 Months)

## Deutsche Bank ON Payroll Of (Dimension Data India pvt. limited) Network Support Sngineer (22-May-2017 to present)

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| DESIGNATION | * Working for Client **Deutsche Bank** as a **Network Support Engineer.**
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| Role & Responsibility | * Working on Routing protocols like EIGRP, OSPF, BGP & Switching Technologies like VLAN, STP, VTP, RSTP, PVST etc. including all routing & switching technology.
* Troubleshooting of BGP, OSPF, EIGRP routing protocols and switching related issue.
* Handling escalations from global customers, including (India, Australia, Japan, Singapore, Germany, UK etc.) on mails as well as on call and escalating to higher authorities so as to bring down the DT and complete the fault ticket within the given resolution time.
* Preparing Plan of action and executing changes as per ITIL standard process.
* Checking Bandwidth and CPU utilization, memory utilization of customer end router on SMARTS as well as using Netgrapher analyzer to check bandwidth over utilization of a link.
* Maintain communication with the customer throughout the problem resolution process of actions taken.
* Checking and resolving the Fault Tickets generated on Service Now (DBUnity) automatically through SMARTS NMS.
* Responsible for managing and coordinating with Operation support globally
* Daily Monitoring report & Analysis sending to GMC (Global Management) Team and UK NMS Team.
* Generate weekly health report for networking devices, including firewall and proxies.
* Work with support teams to ensure Incidents are closed in a timely manner with least impact to business.
* Working on Ticketing Tool Service Now and Monitoring Deutsche Bank Network with the help of SMARTS Tool.
* Knowledge of NAMI, CUNA, DB Unity, Net Wiki, I-server, Networker Tools, Splunk,Weather Map, NetGrapher.
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**Ishan NETSOL PVT LTD (1 Year and 7 months) l1 Noc Executive Engineer (19- October-2015 to 13-may-2017)**

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| DESIGNATION | * Worked as **Network Engineer (NOC).**
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| Role & Responsibility | * Working on Routing protocols like EIGRP, OSPF, BGP & Switching Technologies like VLAN, STP, VTP, RSTP, PVST etc. including all routing & switching technology.
* Device worked on Switches and Routers (C2950, 2960, ASR-1013/1012/4948/3750), Huawei Switches (S5700, S2700).
* Coordinating with Internal & External network team and RF Team for planning, execution of schedule Activity & Network/Device Migration activity.
* Preparing and execution of the plan of action w.r.t any changes in the Network.
* Follow up with customers across all over India to perform troubleshooting of outages to determine whether the issue is with telecom, power, cabling or equipment-related.
* Checking and resolving the errors of the link by troubleshooting commands on a 3800 series router and also by taking loops from Modems towards router.
* Reactive Resolution of issues reported by customers following SLA timelines and also proactively resolving the issues related to alerts generated by the Zabbix monitoring tool.
* Maintain Technical devices such as storage servers, Cisco routers, Cisco Switches, Huawei Switches, printers, desktop computers and operating system/software deployment, security updates.
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| Major Projects | * Centralized Cacti: Installation and configuration Network monitoring tool Cacti (Version 0.8.8h) in Centos.
* Centralized Solar winds: Installation and configuration Network monitoring tool Solarwinds-NPM-v11.5.3.
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##  Technical Skills

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| **TECHNICAL****SKILLS** | * Routing concepts: Static routing, Dynamic routing protocols such as RIP, EIGRP, OSPF, BGP.
* Switching concepts: VLAN’s, STP, RSTP, VTP, FHRP (HSRP, VRRP, GLBP) etc.
* Infrastructure services: DHCP, DNS, SMTP, NAT/PAT.
* Knowledge on TCP/IP protocol.
* SNMP concepts: OID, MIB etc. and Implemented SNMP on devices to allow for network management.
* Good knowledge of monitoring tools such as SMARTS, Zabbix, Solarwinds, Cacti, and much more.
* Access Lists Concepts: Implemented Traffic Filters using Standard and Extended Access-Lists, Distribute-Lists.
* Devices: Cisco Routers, Switches , Huawei Switches and Non-Cisco networking Devices(Extreme switches).
* Security: ACL, Port security, Authentication.
* Operating System: Windows (XP, Vista, 7, 8, 10).
* Software: VMware Workstation, Wireshark, Secure CRT, GNS3, Putty, MS Office, Outlook.
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## ONLINE PAPER PUBLICATION ON NETWORKING DURING POST GARDUATION

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| **IJSR** | * Jagdish Rathod, “**Enhanced AODV Routing for Secure MANET Using Preventing Gray hole Attack**”, International Journal of Science and Research (IJSR)Volume 4 Issue 7, July 2015, ISSN (Online): 2319-7064, Index Copernicus Value (2013): 6.14 | Impact Factor (2013): 4.438, Paper ID:SUB157155, pg. 2674-2680. **2015**

http://www.ijsr.net/archive/v4i7/SUB157155.pdf  |
| **IJRCSMS** | * Jagdish Rathod, “**Novel Approach to Preventing and Detecting Gray Hole Attack on AODV based MANET**”, International Journal of Advance Research in Computer Science and Management Studies (IJRCSMS) Volume 3, Issue 1, January 2015, ISSN: 2321‐7782 (Online) pg. 94-105. **2015**

http://www.ijarcsms.com/docs/paper/volume3/issue1/V3I1-0033.pdf  |
| **IJERD** | * Jagdish Rathod, “**A Survey of various Methods of Preventing and Detecting Attacks on AODV based MANET**”, International Journal of Engineering Research and Development (IJERD) Volume 10, Issue 12 December 2014, e-ISSN: 2278-067X, p-ISSN: 2278-800X, PP.13-18. **2014**

http://www.ijerd.com/paper/vol10-issue12/Version\_2/B10121318.pdf  |

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| **Personal Qualities** | Ability to deal with diverse kind of people, technically adapt, Honest, cooperative, determined performer with an ability to learn new things. |

## Declaration

I hereby declare that the information given in this resume is true and correct to the best of my knowledge. In case any error or omission is found at a later date, I shall be liable for the consequences arising from these including termination of my employment or withdrawal of the offer of employment.

**Place: Mumbai, India Jagdish**



