# Gunasekaran

**guna-392412@2freemail.com**

With experience of 8 yrs, in Enterprise Customer Service, Data Network troubleshooting in L2 & L3 Support , Deployment, Delivery & 3 Years Experience Project Planning Telco Network Design. (Total Experience 10+ Years)

# Professional Profile:

* Certified CCNP with an experience of 8 years in Networking Operations, Troubleshooting and Client Servicing.
* Management of LAN and WAN environment.
* Good working experience in the Cisco, Huawei Routers and switches.
* Good working experience in the routing protocols and switching concepts.
* Working knowledge of networking skills that include a thorough understanding of TCP/IP and related protocols as well as networking routing concepts.
* Understanding of analyzing information system needs, evaluating end-user requirements, custom designing solutions, troubleshooting for complex information systems management.
* Team-based management style and excellent interpersonal and communication skills.
* Excellent understanding of current networking systems including routers, switches, IP addressing and sub netting, routing concepts, etc
* Good understating and knowledge of Firewalls (Cisco ASA)

# Technical Skills

* **Hardware:** Cisco ,Huawei, Maipu and Tech routers and Ceragon ,Loop and Nortal
* **Protocols:** TCP/IP, RIP, OSPF, BGP,EIGRP etc
* **Wan Topologies:** VPN , MBLS VPN ,IPSec ,Leased lines and ISDN Lines
* **L2 Protocols :** STP,RSTP,HSRP,VRRP & GLBP
* **Monitoring Tools :** Putty ,Free Ping, syslog

# Professional Trainings & Certification

* **Cisco Certified Network Associate (CCNA R&S) - Cisco ID CSCO11063031**
* **Cisco Certified Network Professional (R&S) - Cisco ID CSCO11063031**

**Work Profile:**

**Project : Reliance Communication Infrastructure Ltd (8 Years working in Data Networking, Enterprise Customer Service, Network Troubleshooting in L2 & L3 Support and 3 Years Experience Project Planning).**

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| Reliance Communication Infrastructure Ltd | Since Oct ,17 |
| Essjay Ericsson Private Limited (MS for RCOM) | Dec,2014 to Sep, 2017 (2 Years 9 Month) |
| Alcatel Lucent Managed Solutions India Private Limited (MS for RCOM) | Apr, 2013 to Nov, 2014 ( 1 Year 7 Month) |
| Reliance Communications Ltd | Feb, 2007 to Mar, 2013 ( 5 Years 11 Month) |

**Reliance Communication Infrastructure Ltd Since Oct, 17 Role : Senior Engineer**

**Roles & Responsibilities:**

* Working as Customer Projects (Enterprise Delivery & Assurance) Senior Engineer Reliance Communications Ltd.
* An integral part of enterprise team Managing 5 Clusters in that delivering and assuring all telecom products i.e, MPLS VPN, ELL, PRI, DIA, BIA, BRI, Centrex to premium / SME

/ HNI customers.

* Single point of contact (SPOC) for entire Enterprise Service Delivery & Assurance Part.
* Configuring and managing CISCO C3400,ME-3400,C3560,C1800,C2800,C7609 Routers and switches.
* Hands on Experience In Huawei CX200 ,CX400,CX600 Series switches and router.
* Implementing different routing protocols like BGP, EIGRP and OSPF
* Managing MAN, WAN and BAN network Using Ring Topology.
	+ Configuring and commissioning the Cisco backhaul network.
	+ Configuring Multiple Customers VLAN in Cisco switches and Connected to the core Routers.
	+ Configuring and Managing for wireless network connectivity (MW, LMDS, UBR & Wimax) for corporate clients and HNIs Customers.
	+ Network Designing and Implementation of SDH based Cisco, Huawei based MEN and DLC network.
	+ Configuring and Delivering High Bandwidth L2VLL and DIA services to Other ISPs ( Sify ,Blue Loutus..)
	+ BAN MEN NEs ( Cisco 3400 , 3750) integration using Ring Topology .
	+ Building MPLS VPN,DIA,L2VLL links are Establishing from Reliance Network to End Customers through different last miles connectivity .
	+ Implemented and Maintained more than 900 customers with different last miles connectivity (DIA, MPLS VPN,LL, PRI ,BRI ,CENTRX
	+ Performing OS upgrades in network devices on timely basis to their current standard versions
	+ Responsible for providing technical solutions for Customer & troubleshooting routing issues for customers
	+ Maintaining customer circuit provisioning details & updating them, in OSS tool – Clarity
	+ Analyze the incidents and initiate service improvement program (SIP) to improve the quality of service
	+ Working on tickets and issues raised by Customers within SLA with their respective severity**.**
	+ Handle & manage customers Assurance and New service delivery activities. During service outage incidents and co-ordinate with NHQ NOC & Customer Network team to get the service restored in committed SLA.
	+ Responsible for providing technical solutions for Customer.
	+ To troubleshoot on L2 connectivity issues
	+ Understand client requirements, new business opportunity identification, guidance, support and closure.
	+ To specify systems, processes and methodologies, to ensure effective monitoring, control and support of service delivery.
	+ Experience in Installation and commissioning UFR project in RCOM NETWOK
	+ Working on RCA/Problem Management for critical and recurring incidents.

# CMC Ltd - Tata Enterprises Chennai) June, 05 – Jan 07

**Main Project** : **City union bank** all India WAN Project. Core banking WAN implementation.

# Other Projects Handled: Sankara Nethralaya, Hindustan Latex Limited, NLC. Roles & Responsibilities:

* + Commissioning New Leased Line and ISDN BRI Lines.WAN Monitoring, troubleshooting and Status reporting.
	+ Installing, Configuring, and maintaining LAN and WAN TCP/IP network
	+ Installing, Configuring, and maintaining Cisco Switches and Routers. Commissioning New Leased and ISDN BRI Lines through 3rd party service. Monitoring and troubleshooting network performance using Network management software and tools like Cisco Works, IPM and MRTG.
	+ Installing and configuring Symantec Antivirus with help of Centralized Antivirus server.
	+ Documentation of daily network statuses and troubleshooting procedures. Sending the documented report to all officials. It also includes Weekly and monthly reports.
	+ Worked on restructuring the Local Area Network with VLAN and setting up the ACL as per the Customer requirement.
	+ Using Centralized Symantec Antivirus server, deploying the Antivirus Server to remote location and install Antivirus client from that server.
	+ Responsible for the installation and maintenance of Local Area Network cabling through 3rd party service. Includes Voice cabling.
	+ Coordinate delivery of Network Devices and peripherals to remote sites. Responsible for local installation of Network Device and peripherals and ensuring LAN connectivity.
	+ Installation of Video conferencing Equipments and giving support for the same.

# CSC Computers Feb, 01 – Mar 02

**Roles & Responsibilities:.**

* + Installation and configuration Win98, Win 2000 professional, Windows 2000 servers.
	+ Upgarding to windows 2000 professional /server from old version.
	+ To identify, troubleshoot and rectify LAN related queries at the customer’s premises.
	+ To troubleshoot, diagnose and rectify problem’s associated with computer systems

# Academic Credentials

**B.Tech- Electronics and Communication Engineering** SASTRA Deemed University *Thanjavur Tamilnadu 2005 Secured 60% marks.*

# Diploma - Electronics and Communication Engineering

GOVERNMENT POLYTECHNIC, Aranthangi, 1998

*Secured 72% marks.*

**10th Matric.**

PAAHSS, Punalvasal in 1995

*Secured 82% marks.*

# Personal Profile

Date of Birth : 16-06-1979

Gender : Male

Marital Status : Married

Languages Known : English, Tamil