**Bindiya Sharma**

**Sr Network Engineer**

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Summary

* Over 8 years of experience in Network Engineering support and implementation for system engineering activities entailing mapping business processes, studying workflow to design technical solutions.
* Worked for international customer **SITA** for their global airline operations.
* Experience in managing implementation and maintenance of system and networks with knowledge of network troubleshooting and monitoring.
* Experience in routing and switching protocol like **BGP, OSPF, CDP** and **VTP** etc.
* Experience in **TCP/IP, VRP, Access-list, AAA, TACAS, HSRP, VRRP, VLAN, STP, VTP, ZSCALER** and **DHCP** etc.
* Comprehensive experience in managing overall operations with key focus on streamlining working SLAs for enhanced operational effectiveness.
* Experience in work on tools like **OCEANE, ServiceNow, ECRM ticketing** toolsand **JIRA, VMO, Meta Solv** etc
* Hands-on experience on **CISCO** (like 1800, 2600, 6506, 6509 and 7606), **Huawei** (AR 150, 151, 1220, MSR 20-10), **juniper** (ASR 1001, XR 9K) and **Maipu** routers.
* Worked with many vendors for different hardware support like **NTT Data for Maipu router** **support**, **Brightstar for Huawei and Velocis for CISCO.**
* Experience in coordination with field engineers for onsite support troubleshooting and hardware replacement.
* Proactive with excellent organizational skills that adds value to a professional environment.
* Actively involved in client bridge troubleshooting calls with different solution provider teams to get network resolution.
* Experience too do bulk **configuration on PE routers like BDU configuration** for automation, change in VRF and BGP etc.
* Experience to do high level troubleshooting, reachability issues, configuration issues etc.
* Strong all-round knowledge of wired media and wireless networking architecture covering WAN, wireless LAN & associated technologies.
* Experience in troubleshooting of link related problems, Internet related queries, bandwidth utilization related(upload/download) problems of clients, latency related queries, packet drop issue, ping related issue.

**Technical Skills:**

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| **Routing** | Static Routing, OSPF, EIGRP and BGP, MPLS |
| **Switching** | VLANs, VTP, STP, RSTP, Ether Channel, DHCP |
| **LAN Security** | VLAN ACL, DHCP |
| **Highly Availability** | Implementing HSRP, VRRP, DHCP and Access list |
| **Hands on experience on hardware** | Cisco Router (1800, 2600, 6506, 6509 and 7606). Switches (2900, 3550), Huawei AR 150, 151, 1220, MSR 20-10, Juniper, ASR 1001, XR 9K, Cisco SDWAN |
| **Database/Tools** | Wire shark, GNS3, MS-Office, Oracle ECRM, CISCO LMS, Metasolv, Alcatel NMS and Huawei U2000, SNOW, JIRA, OCEANE Ticketing Tool, EMC2, VMO, Gini and Everest for router configuration backup and many more. |
| **Certification** | Associate cloud engineer certification |

**Professional Experience**

**Client: SITA    Feb 2022 – Till Now**

SITA is a multinational information technology company providing IT and telecommunication services to the air transport industry. The company provides its services to around 400 members and 2,500 customers worldwide, which it claims is about 90% of the world's airline business

**Role: Senior Network Engineer**

**Responsibilities:**

* Working in dedicated desk for American Airlines.
* Managing and monitor LAN and WAN infrastructure of American airline.
* We are dealing with leading industries network technologies such as IPVPN, Network at Airport as hub, and SDWAN.
* Maintaining data of high age tickets and their update for daily call with airlines management.
* Required to provide support regarding Zscaler services as application managed by different team.
* Coordination with implementation team for change request submitted by customer and arrange bridge calls to ensure if there will be impact on live operations of airlines due to change requested.
* Required to do immediate Live troubleshooting with concerned teams and client in case of site isolation or any routing/switching related issues.
* Managing integrated operations of SITA project.
* Co-ordination with ISP-O&M, Vendor partner, and Core team.
* Handle and lead escalation with different teams and vendors according to SLA.
* Monitor network performance including maintenance, upgrades responsibilities including hardware (process control domain equipment and network equipment switch).
* Managing Fault, Performance, and Configuration related concerns.
* Update and review handbook used for daily SLA and escalation.

**Environment and Tool used**: **VMO, GRE, JIRA, SNOW, Oceane, GINI, EMC etc**

**Client: SITA    Oct 2020 – Feb 2022**

SITA is a multinational information technology company providing IT and telecommunication services to the air transport industry. The company provides its services to around 400 members and 2,500 customers worldwide, which it claims is about 90% of the world's airline business

**Role: Senior Network Engineer**

**Responsibilities:**

* Managing global airline customers across the world for their LAN infra.
* We are dealing with leading industries network technologies such as IPVPN, Network at Airport as hub, and SDWAN
* Required to managed and monitor LAN infrastructure across different time zones.
* Required to do immediate Live troubleshooting with concerned teams and clients in case of site isolation or any routing/switching related issues.
* Managing integrated operations of SITA project.
* Co-ordination with ISP-O&M, Vendor partner, and Core team.
* Handle and lead escalation with different teams and vendors according to SLA.
* Monitor network performance including maintenance, upgrades responsibilities including hardware (process control domain equipment and network equipment switch).
* Managing Fault, Performance, and Configuration related concerns.
* Update and review handbook used for daily SLA and escalation.

**Environment and Tool used**: **VMO, GRE, JIRA, SNOW, Oceane, GINI, EMC etc**

**Organization: Wipro Sep 2017 - Sep 2020**

**Client: Bharti Airtel ENOC**

Airtel is one of World's leading providers of telecommunications series with presence in all the 22 licensed jurisdictions in India and operations in Sri Lanka, Bangladesh, and now in Africa.

**Role: Sr Network Engineer**

**Responsibilities:**

* Working as Sr. Network Engineer where I am responsible for providing end to end solutions to Airtel Enterprises Services clients for Internet Leased Line, Fixed Lease Line, MPLS VPN, on WAN connectivity, and provides support and build network for clients based on new technology like SDWAN.
* Responsible for providing end to end solutions to Airtel Enterprises Services clients for Internet Leased line, MPLS and WAN connectivity.
* Troubleshoot all networking problems on WAN connectivity to ensure minimum down time and maximum availability/ connectivity of networks within SLA parameters.
* Troubleshooting of link related problems, Internet related queries, bandwidth utilization related(upload/download) problems of clients, latency related queries, packet drop issue, ping related issue.
* Remote troubleshooting on customer end routers.
* Detailed knowledge of network tools like NMS, BMC remedy tools, CRM oracle tool & M6.
* Provide a single point of interface to internal and external clients on issues pertaining to out MPLS, internet and other managed services.
* Strong all-round knowledge of wired media and wireless networking architecture covering WAN, wireless LAN & associated technologies.
* Provisioning of MPLS customer’s links through Metasolve M6 on PE routers (CISCO and Juniper).
* Responsible for network evaluations, troubleshooting for IWAN services with clients.
* Required to do changes and troubleshooting on CE routers (CISCO, Huawei, Maipu, HP and H3C) as per customer request.
* Coordination with different vendors according to hardware like Velocis for CISCO routers, Brightstar for Huawei routers, NTT data for Maipu routers.
* Required to manage router configuration for different monitoring tool. Like configuration for configuration backup in Everest tool.
* Required to do only bulk configuration on PE routers like BDU configuration for automation, change in VRF and BGP etc.
* Assigned few new application projects for observation and opinion if they can work in real time environment for Airtel customer by management team.

**Environment and Tools**: Wire shark, GNS3, MS-Office, Metasolv, JIRA, Ticketing Tool eCRM, EMC2, Gini and Everest for router configuration backup and many more.

**Client: Bharti Airtel INOC Dec 2016 - Sep 2017**

**Organization: Accenture**

**Role: Network support Engineer**

**Responsibilities:**

* Provide resolution in fixed SLA whether issue will be related to last mile, media or hardware.
* Required to monitoring tools and do initial investigation on alarms we get in monitoring tools.
* Coordinated with internal teams for high level troubleshooting.
* Detailed knowledge of monitoring and ticketing tools.
* Vendor coordination for last mile issues.
* Detailed knowledge of network tools like NMS, BMC remedy tools, CRM oracle tool & M6.
* Involved in every possible live troubleshooting call.
* Involved with last mile monitoring team as well for media issues.
* Worked on different type of routing protocol like BGP, ERGP and OSPF according to customer network.
* Started working with implementation team as well to enhance technical skills.

**Client: Bharti Airtel Jun 2016 - Nov 2016**

**Organization: Accenture**

**Role: Internship in Networking.**

**Responsibilities:**

* Required to monitoring tools and do initial investigation on alarms we get in monitoring tools.
* Coordinated with internal teams for high level troubleshooting.
* Learned working on monitoring and ticketing tools.
* Vendor coordination for last mile issues.
* Required to provide resolution under fixed ERT.
* Detailed knowledge of network tools like NMS, BMC remedy tools, CRM oracle tool & M6.
* Involved in live troubleshooting call.
* Involved in last mile monitoring team as well for media issues.

**Environment and Tool used**: **NMS, BMC remedy tools, CRM oracle tool & Metasolve.**

**Client: American Advanced Management. Mar 2015 - May 2016**

Provide Security and system engineering services to hospitals and educational institutes based in USA. The company’s services include IT security, networking and telecommunication services. This organization deals in monitoring and maintaining the company IT infrastructure.

**Role: IT Support Engineer.**

**Responsibilities:**

* Required to provide remote support to USA based clients like hospitals and educational institutes.
* Monitor systems and their applications remotely and update them as per request and requirement.
* Required to manage active directory and assigned limited access to user according to the department.
* Managed Office 365 and limit its access for users according to different department.
* Interacted with on-site team to provide solution related to the hardware.
* Worked on problem and request ticket.
* Involved in system study, Technical feasibility, requirements gathering for resolution.

**Environment and Tools**: **Active Directory, Office 365, JIRA service management, Zendesk, Dynatrace to monitor applications.**