

# RESUME

## JAEERAHMAH INDIKAR

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### PROFESSIONAL SUMMARY

Skilled Network support engineer with broad base of experience in technical support and operations. Fast worker able to resolve problems quickly, delivering high levels of customer satisfaction. Excellent knowledge of Networking and Systems. I wish to harness my intellectual and physical capabilities to excel and achieve high levels of perfection in a dynamic and growth-oriented working atmosphere through perfection, hard work, and commitment on a continuous basis, where I can get a scope for widening the spectrum of my knowledge.

### SKILLS

- Having **3 years** of experience in the **networking domain**
- Having **3 years** of experience in **training/teaching**
- Expert in the **Wireless and Wired technologies**
- Having strong experience in configuring/troubleshooting **Aruba Instant APs, Aruba mobility Controller, Aruba AOS switches 2530/2540/2920/2030F/2930F/2930M/3810/5400R**
- Hands-on experience on **Airwave** and **ClearPass policy server**
- In depth knowledge of **cloud management** platform **Aruba Central (SSO, API, Templates, Webhooks )**
- Experience configuring software-based **IPSEC and GRE** based VPN solutions.
- Strong knowledge of networking and routing protocols (**OSPF, DNS, TCP/IP, IPSEC**)
- Advanced experience with Networking and troubleshooting (**TCP/IP, DNS, routing, switching, LAN/WAN, traceroute, iperf, dig or related**).
- In-depth knowledge and practical understanding of Networking concepts **OSI,TCP/IP** and protocols (**DHCP,IP,ARP,ICPM,TCP,UDP,SNMP,FTP,TFTP**)
- Ability to understand and troubleshoot various network problems using utilities like **nslookup, traceroute, ping, net stat and packet sniffers like Wireshark**
- Good communication skills, good comprehension, excellent logical reasoning, and conversational. skills .

### WORK HISTORY

#### CSS Corp pvt ltd - Network Engineer - TAC

Chennai, TN. 07/2019 - Current

#### **Roles and Responsibilities:**

- Working as a TAC engineer for one of the leading company
- Taking complete ownership of customer issues reported and seeing problems through to resolution
- Formulating technical action plans for analyzing and resolving problems related to **the Aruba deployment**
- Resolve/troubleshoot enterprise all level 1/2 wireless/wired network issues by phone or email pertaining to protocols such as: **IPSec/VPN,DHCP, STP, DNS, VLAN, 802.1x Authentication, Distributed - Trucking, Radius and TACAC**
- Resole/troubleshoot complex issues related to **AP, Wireless client connectivity, Captive portal, Mesh networks and IPsec VPN**
- Providing the **site to site VPN solution** to enterprise customers by configuring the **IAP-VPN/RAP (IPsec/GRE/Aruba GRE)** where Mobility controller will act as terminator
- Providing the assistance in on boarding/configuring/implementing/Managing the devices like **IAP/Aruba switches/Aruba Gateway/VPNC** from the Aruba Central
- Providing complete support for Cloud application like **API, Single Sign On, Could guest, Webhooks, WebCC**

- Completer support on **certificate installation, chaining or certificate generation (CSR)**
- Performing fault isolation steps, to **include flow basics, nslookup, traceroute, ping, net stat, tcp dump and packet sniffers like Wireshark etc**
- Performing In-depth packet analyses for the complex issues
- Coordinately working with other engineers/Network administrators to resolve/diagnose the issues
- Filing a bug and working parallel with dev ops/software developers
- Documenting all communication with customers in the CRM during installations, configuration changes, troubleshooting procedures.

#### **IT rentals (Orange Business Services) - Network Engineer**

**Bangalore, KA. 11/2018 – 06/2019**

##### **Roles and Responsibilities:**

- Monitoring & Troubleshooting Network connectivity of Bijapur District **Agriculture Department Offices**, comprising of **30** plus Links
- Controlling & maintaining the standard company processes Of OBS (Orange Business Services) available for Monitoring VRF/HUB Links using Nagios Tool (Network Monitoring Tool) & Responsible for managing the 24x7 Network Operations function.
- Configuring the switches , Wifi-Routers
- Set up hardware and software in optimal configurations to meet network performance requirements.
- Troubleshooting issues related to core device reachability, connectivity issues, slow response to clients , users, site down issues and routing within the WAN hierarchical model
- Established, repaired and optimized networks by installing wiring, cabling and devices.
- To proactively manage and monitor network performance on sites network
- Responded to customer requests via telephone and email and effectively answered questions and inquiries
- Regularly providing either on-site or remote support to end users
- Responsible for network documentation and weekly reports.

#### **Secab Institute Of Engineering And Technology - Assistant Professor**

**Vijayapur, KA. 07/2017 – 11/2018**

##### **Roles and Responsibilities:**

- Reviewed program materials and coordinated updates to keep department materials relevant and accurate
- Performed academic background reviews to develop tailored lessons based on student needs
- Provided academic advisement to students including assistance with thesis and dissertation development
- Maintained classroom structure and student engagement
- Utilized innovative teaching methods to encourage student learning objectives
- Planned appropriate and engaging lessons for both classroom and distance learning applications
- Built strong rapport with students through class discussions and academic advisement
- Adapted teaching methods and class materials to suit student needs
- Performed research to be utilized in academic writing for publication
- Completed in-service and additional training to maintain professional growth
- Prepared and implemented lesson plans covering required course topics
- Worked with administrators on behavioral issues to support needs of all students.

#### **Bandari Srinivas Institute Of Technology - Assistant Professor**

**Gollapally, TL. 01/2016 - 07/2017**

##### **Roles and Responsibilities:**

- Utilized innovative teaching methods to encourage student learning objectives

- Performed academic background reviews to develop tailored lessons based on student needs
- Planned appropriate and engaging lessons for both classroom and distance learning applications
- Built strong rapport with students through class discussions and academic advisement
- Performed research to be utilized in academic writing for publication
- Adapted teaching methods and class materials to suit student needs.
- Provided academic advisement to students including assistance with thesis and dissertation development.
- Maintained classroom structure and student engagement.
- Established appropriate deadlines and provided complete instructions for reading assignment and homework.

## EDUCATION

### B.L.D.E.A's Dr. P. G. Halakatti Institute of Technology

Bijapur - 586103, affiliated to Visvesvaraya Technological University – Karnataka state.

**M.Tech:** Computer Science and Engineering - 2015 With 78% aggregate.

### KLS Gogte Institute of Technology

Belgavi-590001, affiliated to Visvesvaraya Technological University – Karnataka state.

**B.E:** Computer Science and Engineering - 2012 with 64% aggregate.

### Malik Sandal Polytechnic

Bijapur – 586101,

**Diploma:** Computer Science and Engineering - 2008 with 73% aggregate.

## ACCOMPLISHMENTS

- Recognized and appreciated with high flyer award by the **CSS corp**
- Recognized and appreciated with best teacher award by the **BSIT**
- Given the responsibility of **PG coordinator** (MTech) within the 6 month of joining by the SIET
- Awarded **second rank** to the college - MTech
- Secured **124<sup>th</sup> rank** in PGCET and **1424<sup>th</sup> rank** in DCET.

## STRENGTHS

- Excellent analyzing and technical skills
- Good at customer interaction, listening and interpersonal skills
- Hardworking, optimistic and easily adaptable to any circumstances
- I believe in work is worship.

## PERSONAL PROFILE

<b>Name</b>	Jaeerahmad Indikar		
<b>Sex</b>	Male	<b>PAN</b>	ABCP19284M
<b>Date of Birth</b>	23 March, 1988	<b>Marital Status</b>	Married
<b>Nationality</b>	Indian	<b>Languages</b>	English, Hindi, Kannada

## PERSONAL STATEMENT

As per my Experience, what I understand about Responsibility is the ability to respond for the work what I have been assigned for and to perform at my best with supportive hands in a team/individually and giving my hundred percent to my work. My goal is to cultivating my strength and thoughts, desire to learn new things and self-discipline.

I hereby declare that the details mentioned above are true and fair to the best of my knowledge and belief.