

Sagar Shillies Valiyaparambath

Mobile: +91-9503967980

Email: sagarvaliyaparambath@gmail.com

LinkedIn: [linkedin.com/in/sagar-valiyaparambath-29302154](https://www.linkedin.com/in/sagar-valiyaparambath-29302154)

Skype: sagarvaliyaparambath@gmail.com

Professional Summary

Hardware and Network Engineer with 1+ years of experience in network support, network administration, and systems administration. Skilled in delivering technical support as well customer support, managing network operations, and maintaining enterprise-wide area networks across multi-platform and high uptime Data Center environments. Good communications and interpersonal skills, with the ability to work effectively in a team environment and with the campus community. Strong problem-solving and computer skills. Ability to multi-task.

Technical Skills

Certified Ethical Hacking Expert | Certified RHCSA | Certified Network+ | Certified IT Fundamental | Computer Hardware | Hardware & Network Troubleshooting Peripherals | Python | Linux | Windows 10/8/7 | TCP/IP | Wireless Devices | Microsoft Office | LAN | Wi-Fi | Cat5e/Cat6 | Switches | Ethernet | Antivirus Management | Inside Wiring Cabling | Router & Switches Management/ Troubleshooting

Experience

INMAC COMPUTERS PRIVATE LIMITED, MUMBAI

Client – National Institute of Bank Management, Pune

An Autonomous Apex Institute Established by **RBI & Banks**.

Customer Support Engineer, July 2020 – May 2021

- Managed the design, installation, and management of organization-wide local area network, wide area network, network segment, and internet system
- Optimize network performance and reliability by maintaining hardware and software, analysing technical issues, and ensuring availability to system users
- Implement effective security measures to protect data, software, and hardware
- Execute the maintenance window changes for multiple locations, performing troubleshooting of routing and switching issues
- Provide end-user support as directed by management and work on multiple functions of high complexity
- Represent the team in change, incident and problem management calls and manage request queues
- Progressive experience in networking and firewalls
- Security Management tools (i.e. Escan, McAfee, Net Protector)
- Self-motivation and the ability to work with almost no supervision

Education

- **Shri Chhatrapati Shivajiraje College of Engineering, Pune**
Completed Bachelor of Engineering (Computer Science) CGPA - 7.46
- **PDEA Waghire College, Saswad**
H.S.C. State Board 59.07%

Declaration

I hereby declare that above particulars of information and facts stated are true, correct and complete to the best of my knowledge and belief

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