

DEVANAND LAXMANBHAI MAKWANA
Support Executive NOC
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Career Summary:

Experience of 3.8+ years in network domain, further in depth carrying experience with different vendor's layer 2 switching Cisco, Huawei, Zyxel, Optilink, knowledge of layer 3 switch. Along with switching part knowledge of Cisco Router & routing protocol, Mikrotik Device, Ubiquiti wireless device.

Career Objective:

Seeking a position to work with a well-known firm where I can apply my dexterous knowledge to contribute for the growth of organization and simultaneously utilizing my capabilities to fulfil my carrier objective in this rapid changing field.

Employment History:

Sep 5th, 2018 till present **Ishan Netsol Pvt Ltd., Ahmedabad**
Designation: Support Executive NOC

Job Responsibilities:

- Hands on experience in Switching and Routing
- Familiar to Cisco router ASR1002 & 1941, Huawei router NE50 & switches
- Knowledge of routing including RIP, EIGRP, OSPF, BGP & IPv6
- Experience in configuring different vendor switch including Cisco switch SF300/350, SG300/350, 2960 series along with Huawei switch
- Hands on experience with different vendor of OLT including DBC L2, Syrotech L3, Syrotech Hybrid
- Experience in configuring Mikrotik Router board including RB2001, CCR
- Provide remote technical support to field team and ensure work is implemented without any impact
- Responsible for monitoring networking system through SNMP tool Zabbix
- Coordinating with upstream provider for fault docket and acknowledge same after resolution to team member
- Actively coordinate with Telco for new link delivery and up gradation of link
- Routinely taking backup and adding network device to Auto-Backup Server/Engine
- Adding network device to Cacti Server and sharing credential and usage graph to customer as per requirement
- Participate in shift handover process with previous and incoming team to help sync and transfer ongoing issue or outages

Aug 21st, 2017 – **GTPL Hathway Ltd., Rajkot**

Aug 21st, 2018 Designation: Technical Support Executive

Job Responsibilities:

- Involved in SNMP Network management like PRTG
- Upgrading existing network into FFTB, new into FTTH
- Involved in Switch Configuration of different vendors (Zyxel, Optilink, Cisco)
- Working on troubleshooting of complex LAN/WAN infrastructure
- Managing and troubleshooting all escalated calls from field engineers
- Interacting with clients, understanding their needs & providing technical support to clients by remotely accessing their networks & trouble shooting the issues raised
- Responsible to resolving trouble-tickets raised by clients through phone, email or remote access

July 1st, 2016 – **Ishan Netsol Pvt Ltd., Rajkot**

Aug 17th, 2017 Designation: L1 Support Executive

Job Responsibilities:

- To manage customer data base in Synnefo Server & Inventum Server
- Monitoring WAN, LAN traffic in Zabbix
- To look after basic configuration part in Routers, Switches
- Knowledge of Mikrotik Device
- Technical Support to existing clients
- Developing LANs, WANs, RFs links at CE & Organization
- Configuring and Maintaining the Ubiquiti Wireless Devices like Nanobeam, Litebeam, Airgrid etc
- Raising dockets referenced to client's issues and resolving them
- Track customer trouble ticket and acknowledge them until resolve

Skill Sets:

Technical Skill

- Simulation Software worked on: GNS, Cisco Packet Tracer, LabVIEW
- Operating System: Windows XP, 7, 8, 10

Soft Skill

- Self-Confidence is predominant, Good at Communication, Positive Viewpoint, Flexible Person, Eager to learn new thing

Area of Interest:

Data Communication & Networks, Communication System, LabVIEW

Certification:

- 1) Cisco Network training certification CCNA (Cisco Certified Network Associated)
- 2) Cisco Network training certification CCNP (Cisco Certified Network Professional)
- 3) LabVIEW recognized course powered by National Instrument

Academic Credentials:

- **Bachelor of Technology in Electronics and Communication**
University:- School Of Engineering, RK. University, Rajkot
CGPA:- 7.49 (2011-2015)
- **Higher Secondary Certificate Examination**
Board:- Gujarat Secondary & Higher Secondary Education Board, Gandhinagar
School:- Shree V.J. Modi High School, Rajkot
12th Science:- 56.76 (2011)
- **Secondary School Certificate Examination**
Board:- Secondary & Higher Secondary Education Board, Gandhinagar
School:- Smt. S.K. Pathak School, Rajkot
10th:- 77.54 (2009)

Academic Project Undertaken:

Project Definition	Chemical Mixing with LabVIEW
Project Domain	Industrial Automation
Project Description	Proposed project is used to realize volume based chemical mixing system using LabVIEW with NI my DAQ interface and alternate method by using LabVIEW with micro controller interface. The primary function of this system is to mix different chemical of required ratio using Graphical User Interface (GUI) LabVIEW programming platform.

Awards and Achievement:

- 1) Certification Of Participation for IPv6 Deployment Workshop Innog2 2019
- 2) Appreciation Award for Customer Satisfaction
- 3) Achieved 1st rank in Techkranti (Project Exhibition) Techno planet-2015, RK. University

Publication:

- 1) A. Patel, D. Makwana, J. Ahuja, and Proff. A. Bavarva, "**Chemical Mixing with LabVIEW**", **UK Based International Magazine "ELECTRONICS WORLD"**, November – 2015, pg no 40 – 42
<http://viewer.zmags.com/publication/536299ed>

Personal Vitae:

Date of Birth : April 21, 1993
Languages Known : English, Hindi, Gujarati

Permanent Address:

Jagruti Hotel and Guest House, Near S.T. Station, Behind
Taluka Kharid Vechhan Sangh, Halvad-363 330 Tal: Halvad, Dist:
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Reference:

Mr.Arjav Bavarva M.Tech, (Ph.D.,) Assistant Professor Dept of Electronics And Commu., School of Engg, RK. University, Rajkot Contact: +91-89807-24363 E-Mail: arjav.bavarva@rku.ac.in	Mr Preet Fadadu B.E. (Electronics And Comm.) Crest Data System Ahmedabad Contact: +91-84604-60450 E-Mail: preetfadadu007@gmail.com
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Declaration:

I hereby declare that above written particulars are true to the best of my knowledge and belief and I bear responsibility for the correctness of the above mentioned particulars.

Devanand L. Makwana