DEVANGINI PARMAR

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Professional Summary

Network Technical Support with 3.8 years of industry experience involves Administration of Network Infrastructure, Managing service calls with defined SLA and handling service support team. Adept at conceptualizing technical solutions resulting in decisive and beneficial outcomes. I am **AWS Certified Cloud Practitioner** and also pursuing **certification course- AWS Solution Architect-Associate** as I want to become a part of **cloud solution provider**.

Technical Certification

CCNA Certified

CCNA Wireless Certified CCO ID: CSCO12880694

AWS Certified Cloud Practitioner (Till Jul 18, 2023)

AWS Solution Architect- associate (Pursuing)

Key Skills

Brief Knowledge on AWS	IAM, Organization, EC2, S3, VPC, Rout 53, Load balancer, VPN etc.
Hands on experience AWS	more than 6 months
Switching	STP, VLAN, VTP, Inter- Vlan Routing, DHCP
Hands on experience Switches	Cisco L2-Switches, Dlink and Plexonics
Wireless	WLC management, Virtual WLC, LWAPP
Firewall	User add/delete and group, web and application filtering Policies, Firewall rules, NAT, VPN, Logs and report
Hands on experience Firewall	Sophos XG210 Firewall
Management	Team management, FMS planning, client/vendor relation Administration of service desk plus, Process Improvement
Cloud based Security Gateway	Cisco Umbrella
Hands on experience	More than 2 months and deployed in one company

Employment History

Microlink Solutions PVT Ltd, Ahmedabad, Gujarat
Technical Support Engineer (Network Technical Support), September 2016 – Present

Roles and Responsibilities:

- Handling Network Technical support as a lead and planning engineers for service calls
- Manage & Maintain Microlink In-house Network Infrastructure by performing daily monitoring
- FMS Backup engineer planning and DPR
- Perform add, move and change activities as well as data backup and restoration
- Maintain the calls of network domain, check nature of the calls and level, planning of engineers and provide remote support
- Communicate with client/vendor for new requirement and prepared effort estimate form
- Verify, update and maintain in house inventory and diagram of network devices
- Maintain and manage the resolution documents for support calls
- Firewall Monthly Reports- bandwidth utilization, Top 10 Users, VPN user
- To maintain the change management documents, if any changes are required in house
- Verify Technical Documents of all network Project after completion
- Help to make a proposal and scope of work for AMC and FMS to SAM
- Managing and Maintaining the service contract details of Cisco

Education

Ahmedabad Institute of Technology (GTU), Ahmedabad, Gujarat
B.E. Electronics and Communication Engineering, Graduated June 2015

- Score: 8.29/10