SOURAV NIYOGI
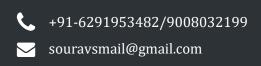
📞 +91-6291953482/9008032199

✉ souravsmail@gmail.com

JOB OBJECTIVE

A goal-oriented strategic professional with expertise in **Network Operations,** targeting assignments with an organization of repute

CORE COMPETENCIES

Network Planning & Management

System Administration

Business Continuity

Performance Analysis & Improvement

Process Planning & Development

Client/Stakeholder Management

Delivery Management

Network Performance

Project/Program Management

Operations & Technical Support

Team Building & Leadership

EDUCATION

- **B.E. - Electronics & Communication** from Jerusalem College of Engineering, Tamil Nadu, Madras University in 2000

CERTIFICATIONS & TRAININGS

- ITIL V3 Foundation Certified
- Certified Scrum Master
- Certified AWS Training
- Certified Project Management Training
- Certified Cloud Computing Training
- Certified Network Professional (CNP) Certified
- CCNA Certified

PROFILE SUMMARY

- Persuasive and influential leader offering **over 18 years** of experience in **Network Operations**
- Proficient in planning for resource mobilization, manpower deployment
- Anchored on-site installation & commissioning activities to ensure completion of project within the time & cost parameters and effective **resource utilization** to maximize the output
- Rich experience in **enhancing network systems & provisioning support for system engineering activities** entailing mapping business processes, studying workflow to design technical solutions, ensuring business functionality & enhancing competitive advantage
- Highly accomplished **Network Operations Manager** with diversified experience and demonstrated expertise maintaining, operating networks, managing network operations, providing technical support and developing solutions to complex problems
- Tracked and monitored the environment performance to ensure minimal interruption to network transmission and/or network switches; ensured compliance with all regulatory stipulations within the region
- Proficient in directing **ITIL Processes** entailing Incident, Problem & Change Management and Technical Support; ensured that goals of Incident / Change Management process are achieved, and normal service is restored within TAT /SLAs
- **Customer-centric Manager** with skills in custom-designing Networking Solutions as per business process requirements; travelled onsite to Germany & US HQ multiple times for technical discussions and new technology transfer & implementation
- A **forward-thinking person** with strong communication, analytical & organizational skills; well organized with a track record that demonstrates self-motivation & creativity to achieve corporate goals

NOTABLE ACCOMPLISHMENTS ACROSS CAREER

- Pivotal in strategic IT Infra planning, monitoring of Network performance, configuring and maintaining security devices & appliances and reviewing performance report of all critical IT Assets (Network Switches and Firewall)
- Received awards & appreciation on account of excellent performance like:
  - Microland Star Award by Microland Limited for excellent performance in technical support and team management
  - L&T InfoTech STAR Award as well as various appreciations from client and customers
- Entrusted with additional roles and worked as a Key Member of:
  - Merger & Acquisitions IT Network Operations Team at Cognizant Technology Solutions
  - Team for managing Global Network Operations Centre for a Fortune 5 Co., (6000+ routers in 46 countries) at Microland Ltd.
  - Core Technical Interview Panel for Network & Security at L&T InfoTech
- Successfully aligned IT processes with ITIL standards by identifying improvement areas, process gaps & risks and driving Service Improvement /Continuous Improvement Plans to enhance resolution %, cost optimization & service efficiency
- Supported organizations during Major Outages & minimized churn due to services failure by quick restoration (BCP & DR Solutions)
- Facilitated Change Process Management from tabling of Request for Changes (RFCs), Change Request Notification, Scheduling,
- Validation (RCA), Authorization, Testing (UAT), Stakeholder Coordination to timely execution & documentation
- Effectively ensured quality compliance in the operations as per global standards/ customer SLAs/ operational SOPs &TAT

- CCNP (Routing and Switching Papers)
- Cisco PIX and ASA Firewall Training
- Bluecoat Proxy Training
- Checkpoint Firewall Training
- BIGIP F5 Load Balancer Training
- Service now Training

TECHNICAL SKILLS

- **Domain:** Data Networking, Network Security, Computer Networks
- **Operating Systems:** Windows XP/2000/2003/7; Cisco IOS 11.x &12.x and Later Versions, Cat OS
- **Hardware:** Cisco Routers: 19xx, 25xx, 26xx, 28xx,36xx,37xx,38xx 7200, 7500 Series Routers; Cisco Switches: 29xx, 35xx, 3750, 4500, 6500 Series Switches
- **Firewall:** ASA 5520, PIX 535, Checkpoint R65, R70 | Proxy: Bluecoat | Load Balancer: BIG-IP F5
- **Routing:** CDP, Frame-Relay, PPP, Access Control List (ACL), Network Address Translation (NAT), Static Routing, Stub Routing, RIP, RIPv2, IGRP, EIGRP, OSPF, BGP, Redistribution, Summarization, PBR, MPLS
- **Switching:** VLAN, VTP, Spanning Tree, PVST, RSTP, VLAN Trunking, ISL, 802.1q, HSRP, Layer 3 Switching, Logical Ether Channels
- **LAN Technologies:** Ethernet, Fast Ethernet, Gigabit Ethernet & 10 Gigabit Ethernet
- **Security:** ACL, NAT, VPN IPsec Tunnel, GRE Tunnel, 802.1x, Port Security, Firewalls, Proxy, Load Balancer

PERSONAL DETAILS

Date of Birth: 22nd November 1977
Address: Nirupama Apartment, North Baksara, Faridpur Block, Jheel Paar, PO – Baksara, Howrah - 711110, West Bengal
Languages Known: English, Hindi & Bengali

- Led & guided team members towards Quality & Best Practices Implementation for effective IT Service Delivery

WORK EXPERIENCE

Nov'16-Sep'19 with Schweickert India Pvt. Ltd., Bangalore as Cloud Network Operations Manager (Client: SAP Labs)

Key Result Areas:
- Implemented project plans & disaster recovery plans within preset budgets and deadlines
- Directed complete portfolio of projects including budgeting, planning, vendor selection and execution
- Analysed client's business needs and establishing Network Infrastructure Technology Enhancements & New Projects till successful execution with key focus on resource & cost optimisation
- Provided technical guidance for ensuring 24x7 Network Operations Management with a team of 100+ members
- Front-led service operations including KPIs, SLA management, volumes management, headcount & forecasting
- Drove monthly service reviews & evolution forums with client & leadership, integration with project counterparts including proactive problem management, daily change calls and incident management
- Set out standards for various operational areas; implemented quality systems & procedures to facilitate a high-quality customer experience, while adhering to the SLAs
- Engaged & coordinated with vendors for critical issues, escalations & governance calls
- Prepared technical design documentation & implementation strategies towards addressing single points of failure in IT services used in the delivery of core business applications
- Performed new technology and product evaluations, vendor management, project scope and cost negotiations
- Planned, configured and upgraded LAN/WAN as per organizational requirements, governed by communication protocols
- Worked as an escalation point for customer problems and questions received through telephone, e-mail and face-to-face as well as an escalation contact for service issues, during out-of-office hours
- Assessed periodic vulnerability and performing penetration tests on IT systems, identified root causes and devised mitigation controls on incidents
- Strengthened the virtualization and consolidation of storage & network, thereby realized operational savings
- Groomed, mentored & monitored the performance of team members to ensure efficiency in process
- Designed, developed & executed various business-led programs for enhancing organizational competencies & establishing high performance mindset
- Discerned and managed risks in the projects, planning for contingencies and suggesting technology-based solutions for mitigating the same
- Prepared network documentation & procedures, addressed performance bottlenecks and ensured maximum network uptime

PREVIOUS EXPERIENCE

Feb'15 - Oct'16 with Cognizant Technology Solutions, Bangalore as Associate Operations Manager (Client: VMware)
Highlights:
- Ensured Software & Hardware Releases and that network is ready for integration, configured and maintained network integration for production phases, tested and ensured efficiency of integrated network; provided technical advice to clients and Design Team
- Worked as a Member of Merger & Acquisitions IT Network Operations Team and pivotal in:
  - Supporting network mergers and integration; working closely with the Network Design, Architecture & Validation Teams
  - Collecting, compiling and analysing data and establishing network design requirements
  - Analysing, reviewing, testing, implementing and validating network integration

Apr'12-Jan'15 with L&T InfoTech, Bangalore as Senior Systems Engineer (Client: United Technologies Corporation (UTC)

Highlights:

- Played a key role in Remote Network Design & Deployment including activities in:
  - Designing and deploying new Networks & Network Devices, Initial Routes and Policy Configuration
  - Providing consultation in planning and designing of new Network implementations as per customer requirements
  - Working with Network Consultants for various businesses in new implementations
  - Planning, scheduling, tracking and executing Change Requests as per defined SLA norms
  - Facilitating back-out plan & impact analysis; managing escalated problems from other vertical support teams
- Worked as a Key Member of the Core Technical Interview Panel for Network & Security at L&T InfoTech

Sep'08-Mar'12 with Microland Limited, Bangalore as Senior Administrator Networks (Client: GE Global)

Highlights:

- Worked as a Key Member of the team accountable for managing the Global Network Operations Centre for a Fortune 5 Company, having 6000+ routers spread across 46 countries
- Facilitated Change Management including:
  - Planning, scheduling, tracking and executing Change Requests as SLAs along with backout plan and impact analysis
  - Managing escalated problems from Level 1 and from other Vertical Support Teams
  - Working as a last point of escalation for all WAN related issues for backbone & various businesses
  - Evaluating the feasibility and possible impact of Change Requests raised by customers
  - Participating in the Change Advisory Board calls and updating and clarifying to approvers, feasibility of requests
  - Implementing the changes on devices and ensuring that they are working as per the customer's request
  - Owning the ticket and following-up till the successful closure of the request

Apr'07-Sep'07 with Jawad Business Group, Bahrain as Senior Network Engineer

Jun'04-Mar'07 with Tamanna IT Solutions Pvt. Ltd., Kolkata as Lead - Technical Operations

May'02-Apr'04 with Research Software Solutions Pvt. Ltd., Kolkata as Sr. Technical Executive

Nov'01-Apr'02 with ME Technologies Pvt. Ltd., Kolkata as Systems & Network Support Engineer