



TECHNICAL SKILLS

- Cisco Routers (2600, 2800, 3600, 3800 and 7200)
- Switches (3550, 3560X, 4500 & Uplink 6509)
- VLAN, VTP, STP, FHRP
- IGP, EGP, VPN
- Load Balance, Port Security
- DNS, DHCP, AAA, NTP, FTP, SNMP
- Wireshark, SolarWinds, NetScout, CA eHealth, Nessus
- Firewall (FortiGate, Sophos, SonicWALL)
- Aruba Wireless Solution

CISCO CERTIFIED COURSES

- CCNA-Routing
- Switching CCNA Security
- MCSE- Microsoft

CERTIFICATIONS

- CCNA (Cisco Certified Network Associate) ID: CSC014010341

EBEN LUKE JOY

NETWORK ADMIN PROFESSIONAL

Location: Dubai, Al Qusais ~ **Mobile:** +971 505378953

Email: ebenluke886615@gmail.com

A result-oriented Network Administrator with over 6 years of experience in developing and deploying IT plans that achieve strategic business goals in the network infrastructure.

CAREER CONTOUR

Dec 2020 – June 2021 with The Hive Collaborative Workspaces Bengaluru, Karnataka as Network Engineer

Roles & Responsibilities:

- Firewall management (FortiGate 300e, Sophos XG430, SonicWALL NSA 2650)
- L2 and L3 switch Management (Cisco C3850, C2960X)
- IPBX System (Siemens High Path 3500 PBX)
- Access controller System
- CCTV NVR System (Honeywell)
- Wireless Controller (Aruba)
- AAA Authentication Server for User and Guest login
- Creating Remote and Site to Site VPN Tunnel
- Web filtering and bandwidth management
- Resolving the network issues based on Ticket Management Process (TMP) and ensuring that the issues are fixed within the SLA
- Vendor coordination for network maintenance
- Network Administrator

Jun 2019 – Sep 2020 with Future Group Office Bengaluru, Karnataka as AGSTTL

Roles & Responsibilities:

- Configure and maintain network hardware infrastructure.
- Configuration and administration of switches and routers.
- Maintain proper documentation of physical and logical network using Rack and Port elevation documentation.
- Ensure datacentres are clean and organized
- Coordinate with vendors for network-related activities
- Manage phone connections and EPBAX device
- Ensure all network devices including ISP MUX are marked and easily identifiable
- Enable network security using MAC binding, web content filtering and firewall
- Configure and manage Wi-Fi routers
- Coordinate all activities of Network Administrator
- Escalation point for Network related issues
- Advance configuration and administration of the firewall
- Maintain Standard Operation Procedures (SOP) for managing networks, devices, and other documentation related to services.
- Fully support, configure, maintain and upgrade corporate customer networks.
- Install and integrate network hardware and applications.
- Keep an eye out for needed updates.
- Support and administer third-party applications.
- Ensure network security and connectivity.
- Monitor network performance (availability, utilization, throughput, goodput, and latency) and test for weaknesses.
- Resolve problems reported by end-user.
- Define network policies and procedures.
- Specify system requirements and design solutions.
- Research and make recommendations on network administration
- Upgrades network by conferring with vendors; developing, testing, evaluating and installing enhancements.
- Meets financial requirements by submitting information for budgets, monitoring expenses.

ACADEMIC DETAILS

- Computer Engineering Diploma - 70%
- PUC (HSS Karukachal, Kottayam - 69%
- SSLC(DBHS Kangazha, Kottayam – 75%

Visa Status

- Visa Till July 13th, 2022

Sep 2014 – Nov 2017 with Tony Chacko & Associates Group Ltd., Kothamangalam, Kerala as L2 Local IT Support

Roles & Responsibilities:

- Technical support for variety of software, hardware and network related problems on Desktops & Laptops
- Tasks involved in system hardware and Windows trouble shooting.
- Giving the Remote support to the internal user and other isolated Sites.
- Installation of OS (Windows XP, Windows 7 & Linux) using C4EB image
- Providing application support for IBM applications like Lotus Notes (7, 8, 8.5 versions) at same time.
- Connect, DB2, ILC, WWER, WECM, AT&T- VPN, PGP encryption.
- Handling system related issues like Boot-up, Blue screen Errors, MS Office, OS and Drivers related issue.
- Installing, configuring and troubleshooting Lotusnotes 7.0, 8.0.2 and Notes 8.5.1 (L2 Support).
- Using TSRM Ticketing tool to handle System Administration at IBM site, supporting 3 different locations with 9000+ users.
- Attending & resolving end-user's problems within pre-defined SLA.

Bank of Montreal as (ODC System Administrator)

Roles and Responsibility:

- Resolving the network issues based on Ticket Management Process (TMP) and ensuring that the issues are fixed within the SLA.
- Providing justification against each network changes on Day basis.
- Managing the network infrastructure deliverables for current projects
- Coordinate with outside Vendors to reduce technical Complication and collaborate on projects.
- Creates Simple to follow step by step Procedural instruction manual for feature reference.
- Supporting global customers against network issues.
- ODC Admin.