**Aashish Raj Devalla**

**Summary**

* More than **Seven** **years** of extensive experience in network design, implementation, troubleshooting, engineering, managing & migration of large-scale enterprise networks
* Extensive experience with **VoIP** and telecom equipment, standards and technologies
* Good experience in configuring **Dial Peers, H.323, SIP, MGCP, Gatekeeper and Gateways**
* Hands on experience with **Cisco Unified Communications Manager and Cisco Unity Connection**
* Experience in installing phones like **IP Communicator**, **79xx** and **99xx** phones
* Substantial understanding of networking technologies including **TCP/IP, DHCP, TFTP, VLAN, VoIP**
* knowledge of enterprise LANs and WANs
* **Network Administration** / Management / Analysis
* Experience in integrating needs assessments, estimates **costs, plans projects**, and plans implementation, operation, and maintenance of products deployment for **upgrade of networks**
* Network infrastructure devices and equipment
* Good Knowledge on IP routing protocols like RIP, IGRP, EIGRP, OSPF and BGP
* Experience in configuring VLAN’S
* Planning, Designing, Installing, Configuring of Cisco routers and working in multi-vendor environment
* Installing and configuring **L2** and **L3** layer switches
* Experience in Trunking Protocols (**802.1q, ISL**)
* Router platforms include: **2600** **Series, 2800 Series, 3700 Series, 3800 series, 7200** **Series, 7300 Series, 7500 Series**
* Switch platforms include: **2900 Series, 3500 Series, 3750 Series(L2 and L3), 4000 Series, 4500 Series(L2 and L3), 5500 Series, 6500 Series(L2 and L3)**
* Hands on experience in troubleshooting computer’s(laptop & desktop), installing & updating software’s
* Excellent communication skills, Enthusiastic, motivated and a team player

**Education**

* Master of Science, Electrical & Computer Science Engineering
* Wichita State University, Wichita, Kansas
* Bachelor of Technology, Electronics & Communication Engineering
* Jawaharlal Nehru Technological University, India

**Relevant Coursework**

1. Routing & Switching 2.Wireless Networking

3. Network-Theory 4. Electronic Digital Circuits

5. Object Oriented Language 6. Introduction to Database Systems

7. Computer Communication Networking

**Technical Skills**

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| **Routing Protocols** | RIP, IGRP, EIGRP, OSPF, DHCP, SMTP, FTP, TFTP, Telnet, |
| **Protocols (Voice Specific)** | SCCP , SIP, H323, MGCP |
| **Products (Cisco)** | Call Manager (aka Communications Manager), 4.x,5.x,6.x,7.x Versions, Unity /Unity Connection, Contact Center Express, Cisco Emergency Responder |
| **Products (clients)** | Unified Personal Communicator (CUPC), IP Communicator (CIPC), 79xx hard phones. 99xx hard phones |
| **Networking Concepts** | Connectivity to VoIP to VPN to Security to Wireless to just about everything IT related, WAN/LAN |
| **Hardware** | Cisco Routers and Switches, 3Com and Net-gear Switches, Linksys wireless routers and access points, Laptops, workstations, 10/100 Ethernet Cards, Printers, Plotters, Scanners and other peripherals |
| **LAN and WAN Technologies** | Ethernet/ Fast Ethernet/ Gigabit Ethernet networks, VLAN, VTP, VLAN Routing, STP, 802.1W, 802.11a/b/g, Frame-Relay, PPP, and HDLC. |
| **Programming Language** | C, JAVA |
| **Tools and Utilities** | Network Simulator-2, Snort, Wire-shark, OPNET, RTMT, Right-Fax Adobe Photoshop and Dreamweaver CS4, HTML, Eclipse, Net-Beans |
| **Operating Systems** | Win 98, 2000, XP, Vista, and 7, VMware, UNIX, LINUX |
| **Office Package** | Microsoft Office XP-2007, Open Office Suite |

**Professional Experience:**

**Purdue Pharma. Stamford, CT April2012 – Current**

**Voice Network Administrator**

* Responsible for migrating Nortel Infrastructure in to Cisco Unified products Infrastructure
* Responsible for migrating CUCM(Cisco Unified Communication Manager) 6.0 environment in to CUCM 8.6 environment
* Installing, Configuring and Troubleshooting Cisco Unified products (CUCM, Unity, Unity Connection, UCCX and CDA)
* Racking, cabling and configuring cisco voice gateways
* Responsible for collecting current user information from Nortel to use it in Cisco environment
* Configuring CSS (calling search spaces), Partition’s, Dial Plan’s and other’s in CUCM 8.6
* Configuring CUC (Cisco unity connection) 8.6 and Cisco Unity 6.0 with CUCM 8.6
* Creating VM(voice mail) boxes for the users and maintaining them
* Responsible in MAC(Move, Add, Change) for the Cisco Products
* Testing and troubleshooting Cisco phone 7900, 8900, 9900 series
* Implemented Cisco Taps (Tool for Auto-Registered Phones Support) for registering user phones in the company
* Configuring voice gateways (3925,2921) for the analog phones, fax, local, long-distance and international calls routed using Verizon and Sprint Telco providers
* Using signaling protocols MGCP and SCCP, connected voice gateways and CUCM
* Responsible for Redundancy connections in the network, DR testing and SRST ( survivable Remote-Site Telephony)
* Troubleshooting all the kinds of voice related tickets from the help desk

**Verizon, Tampa, FL, USA Oct 2010 – April 2012**

**Network Engineer**

**Verizon** is the trusted transformation partner of service providers, enterprises, and strategic industries such as defense, energy, healthcare, transportation, and governments’ worldwide, providing solutions to deliver voice, data and video communication services to end-users. It’s a leader in fixed, mobile and converged broadband networking, IP and optics technologies, applications and services. The project I am currently working involves installing, Configuring and troubleshooting VoIP gateways, Data Gateways, CUBE (Cisco Unified Border Element), SIP Trunks and Nexus Switches.

* Responsible for installing, configuring, maintenance and troubleshooting of company network using cisco router and Switches
* Planning, testing and evaluating various equipment, systems, IOS’s and procedures within the network infrastructure
* Writing, testing and troubleshooting TCL scripts on the Cisco Gateways for Verizon’s call center (IP ACD Team, Verizon Telecommunications) environment
* Key contribution includes closely working with Avaya Team for implementing Video Kiosk application with the use of Cisco **CUBE**
* Responsible for Evaluating the Verizon’s SIP-Trunks and evaluating the test cases
* Troubleshooting of connectivity problems using Ping, Debugging commands and Wire-shark
* Configuring SIP-Profiles and Translational Patterns according to the requirements for validating information at Verizon’s Voice Portal and Avaya Session Manager
* Configuring FEX switches using Nexus interface by configuring FEX ports
* Configuring Dial-peers to link telephone number to Local POTS T3 Trunks and IP address
* Planning and Implementation of Sub-netting, VLSM to conserve IP addresses
* Creating and applying access-lists for the required effects to take place

**Environment**: Cisco routers 3600, 3800, 5300, 5400 Series, Cisco Nexus 7000, 5000, 2000 series

**Alcatel – Lucent Inc., Longview, TX Nov 2009 – Oct2010**

**VoIP Support Engineer**

Alcatel-Lucent is the trusted transformation partner of service providers, enterprises, and strategic industries such as defense, energy, healthcare, transportation, and governments’ worldwide, providing solutions to deliver voice, data and video communication services to end-users. It’s a leader in fixed, mobile and converged broadband networking, IP and optics technologies, applications and services. The project I am currently working involves installing, Configuring and troubleshooting Call-manager, Unity connection and old & new IP phones to the existing network and also by making necessary changes to the routers.

**Responsibilities**

* Updating information and Troubleshooting **call-manager**
* Responsible for Installing, configuring, maintenance and troubleshooting of company network using Cisco routers and Switches
* Planned, tested and evaluated various equipment, systems, IOS’s and procedures for use within the network infrastructure
* Configuring dedicated VLAN’s for **VOIP** networks as part of implementing IP telephony in company’s infrastructure
* Configuring **H.323 gateways, SIP trunks** on both **routers** and **call-manager**
* Configuring **dial-peers** to link telephone number to local **POTS** for **FXS** & IP address
* Updating information and Troubleshooting **call-manager**.
* Troubleshooting Layer 1, 2, 3 issues using Wire-shark
* Performing backing up of current IOS and Upgrade Cisco IOS using **TFTP server**
* Responsible for securing Company’s LAN infrastructure
* Responsible for technical documentation for newly implemented networks
* Providing project leadership to ensure the timely implementation of all services by coordinating the activities of vendors and with sales team.

**Environment**: Routers 3600, 3800 & 7200 series & Catalyst 2900, 3500, 5000 series Switches.

**Cargill Meat Solutions Wichita, KS Mar 2008 –Oct 2009 Cisco Network VoIP Engineer**

Cargill Meat Solutions Corporation is a leading processor and distributor for different kinds of fresh meats and representing more than a dozen major brands that are sold in both retail and foodservice channels. Cargill Meat Solutions was in to business for nearly 70 years. **This project involved configuring Cisco unified communications manager to serve end-to-end voice communication.**

**Responsibilities:**

* Designed, configured, implemented and supported VoIP installations.
* Office XP **Security** Configurations, controlling the certificates for add-ins and plug-ins.
* Assisted with troubleshooting all network issues with routers and switches when necessary and consulted with on call tech as needed for client.
* Analyzed and monitored the network using Snort
* Configuring and Utilized network monitoring software to ensure network availability to all system users and **Communication Manager**.
* Installed and maintained routers and switches in various network configurations supported **VLANs, VoIP**, and advanced access-lists.
* Configured **dial-peers** for digital and analog phones and integrated with communication manager
* Installed and configured **IP communicator**, &**79xx phones**
* Configured voice-mail support for all these phone using **Cisco unity Connection**
* Maintained & configured **VOIP**, **SIP Gatekeepers**, **Gateways/Routers**, on E1/T1, PSTN, and GSM/CDMA integration.
* Configured **MGCP** on both router and Communication manager
* Troubleshot telephony related problems including **VOIP**, **Call Center** and Legacy system integration issues and resolved them.

**Environment:** Cisco Catalyst 1900, 2900, 3500, 4500 & 7200 switches, Cisco 2600, 2800, 3600 & 7200 routers, STP, VTP, OSPF and BGP

**Layered Technologies, Plano, TX July 2006 – Feb 2008**

**System/Network Engineer**

Layered technologies have decided to expand data center portfolio while significantly increasing our footprint and Internap connectivity at our core facilities. We added a new data center in Santa Clara, CA, to meet the rapidly growing demand from Silicon Valley customers.  This new location expands our presence and also adds another level of geographic redundancy for customers interested in a West Coast location. This project involved understanding critical step in setting up VoIP connectivity between Main office and branch office, troubleshooting connectivity issues and solving them.

**Responsibilities:**

* Managed LAN/WAN infrastructure as a part of Network team. The LAN consisted of Cisco campus model of Cisco 3550 at access layer, Cisco 6513 at distribution/core layer.
* Designed, Implemented and configured Cisco **VOIP** phone systems in the company.
* Troubleshooting and updating **Call-manager** and **Unity connection** regularly
* Configured **Translation Pattern** on the router and call-manager
* Tested routers and Line Cards using Smart-Bits and done Performance Analysis of both LAN/WAN infrastructure.
* Coordinate with Application, **Network and Security** Teams. Responsible for setting up Windows NT/ 2000 and MS Exchange Server 2000/ 2003.
* Installation and configuration of Windows 2000, Active Directory. Upgraded Windows NT to Windows 2000.
* Defining group permissions and creating local and global groups with account policies using Enterprise Administrator. Creating user rights and defining local and roaming profiles.
* Interacted with business users from a service delivery and service support perspective.
* Hands-on Routers, Switches, TCP/IP, Routing Protocols (BGP/OSPF), and IP addressing.
* Planned, tested and evaluated various equipment, systems, IOS’s and procedures for use within the network / security infrastructure.
* Provide support to customers and field personnel for troubleshooting and resolving customer reported problems, preventive maintenance, and installation.
* Knowledge of IP traffic flow, sniffing, capturing and monitoring of live traffic streams using Wire-Shark. Track current security advisories, determine core network vulnerabilities and provide rapid guidance to minimize core network exposure.

**Environment**: Cisco Catalyst 1900, 2900, 3500, 4500 and 7200 switches. Cisco 2600, 2800, 3600 and 7200 routers

**Cable Vision, NYC Aug 2005 – June 2006 Network Support Engineer**

Cablevision Systems Corporation is a leading telecommunications, media and entertainment company with a portfolio of operations that includes a full suite of advanced digital television, voice and high-speed Internet services, some of the country's most-watched national television networks, and valuable local media and programming properties. This project involved updating the existing network for the rapidly increasing infrastructure. Maintaining newer version IOS on all the routers and switches. Configured different types of routing protocols on the routers.

**Responsibilities:**

* Configuring **OSPF, RIP, EIGRP** protocols and IP subnetting, Routers and Switches.
* Supported and maintained networking devices, cabling and standalone systems as part of job duties.
* Installed and Configured Active Directory in Windows Server 2003 and helped System Admins to set up LAN network in the company.
* Maintained systems up to date with the latest OS patches.
* Installed different software on the systems. Install and managing network devices including **Hubs**, **Switches**.
* **Layer 2** switching technology architecture, implementation and operations including L2 and L3 switching and related functionality. This includes the use of **VLANS,** **STP, VTP** and their functions as they relate to networking infrastructure requirements including internal and external treatment, configuration and security.
* Layer Three routing protocol configurations include, but are not limited to distance vector and link state protocols such as: Directly Connected Interfaces, Static Routing, RIP, RIP2, IGRP, EIGRP, OSPF and other proprietary protocols used by Cisco

**Environment**: Cisco routers 2600, 3640, 3800 Series, Catalyst 3500, 6500 series