

ANKIT PATEL

NETWORK ANALYST

Cisco Certified Network Associate

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Highly resourceful Network Analyst with over 5 years of experience in the field with exquisite performance. The essential commitment includes the deployment, configuration, maintenance, and support of networking infrastructure which includes switching, routing, firewalls, wireless, WAN, VoIP, and network monitoring with great organizational and technical ability.

RELATED EXPERIENCE

NETWORK ANALYST **Vale Canada, ON** Client of Tata Consultancy Services

OCT 2021 - PRESENT

- Configured and deployed over 90 network devices, performed over 160 Work/Change Management requests and successfully planned over 120 network outages during year 2022
- Delivered high-end Network Operational Support for over 10,000 Network Devices by monitoring tools, inbound telephone, email, chat for national wide network infrastructure while troubleshooting, reassignment, documenting incident with resolution and engage in On-Call rotation to provide 24x7 network support
- Performed network operational implementation and improvements by deploying various range of Network and Security Devices while auditing site location, planning and communicating outage, designing, configuring network devices, adding to IT tools and technically documenting procedures by following company policies and change management standards
- Analyzed and recommend LAN/WAN, wireless solutions to streamline process and improvements as per company's requirements for specific sites
- Trained and mentored new, existing and interns team members on technical troubleshooting strategies, company's policies, solutions and advanced IT tools functions by supplying right guidance and procedures
- Interact with multiple vendors to resolve specific product issues/bugs, get quote and order different network, licenses, product solution for projects

COMPUTER NETWORK TECHNICIAN **Alberta Computers for Schools, AB**

MAY 2020 - AUG 2021

- Increased Company's network performance by 60% and productivity by 30% while upgrading and configuring current network designs
- Installed, Configured and Refurbished laptops, Desktops, Monitors, Printers, Servers, Routers, Switches to prepare equipment for orders from schools, NGOs and CRA by finishing at least 10 computer systems a day while replacing, troubleshooting, testing Hardwares, operating systems, software issues and managing software and hardware inventory
- Evaluated the company's requirements and configured and customized Microsoft server services (not limited to FTP, DHCP, WDS, WUS, and IIS) to integrate with the deployment and update of Windows computers while testing the different scenarios on virtual machines

INFORMATION TECHNOLOGY ANALYST **BISAG, INDIA**

MAY 2012 - AUG 2013

- Conducted computer diagnostics, investigating and resolving problems and supplying technical help and support to clients through Incident Request management tools, Telephone, Email or in person as needed
- Manage Microsoft Server, site links, and replication schedules and used ADUC to create and manage computer, user accounts and group accounts in an Active Directory environment

RELATED PROFICIENCY

CISCO	Routing and Switching, Security, Enterprise Network Infrastructure, VoIP, Wireless, Catalyst, CSR, ISR, Nexus, Wireless LAN Controller, Licensing, On-Prem Server, Call Manager, IOS
NETWORKING	Installation, Configuration, Maintenance, Troubleshooting, OSI/TCP- IP Model, VLANs, Network Protocols, QoS, Static and Dynamic Routing (EIGRP, OSPF, BGP), ACL, DHCP, NAT/PAT, HSRP, VPN, Firewall, LTE Architecture, Fiber Optics, Transceivers
MICROSOFT	Server/Windows Administration, Active Directory, User Management, GPO, DNS, DHCP, IIS, WDS, WSUS, DFS, Power Shell, Office 365 Administration, Azure Administration, Exchange,
VIRTUALIZATION	Virtual Machines, VMware Workstation, vCenter, vSphere, Hyper-V, Fault Tolerance, Data Storage
IT TOOLS	iBwave, Linux, MS Visio, Net Flow, One-Click Spectrum, SecureCRT, ServiceNow, SQL Server, true NAS, WinSCP, Wireshark, Zabbix 6.0
PERSONAL SKILLS	Adaptability, Analytical and Critical Thinking, Attention to details, Collaboration, Customer Service, Independent and Responsible, Interpersonal, Leadership, Logical Judgmental, Motivation on Priority, Oral and Written Communication, Problem Solving, Research and Documentation, Result Oriented, Self-Motivated, Time Management, Work Ethics and Integrity

CERTIFICATION and EDUCATION

MICROSOFT CERTIFIED – AZURE FUNDAMENTALS	Microsoft	MAY 2023
ZABBIX 6.0 CERTIFIED USER	Zabbix	FEB 2023
CISCO CERTIFIED NETWORK ASSOCIATE	Cisco	MAR 2021
F/T CERTIFICATE IN NETWORK TECHNICIAN	Southern Alberta Institute of Technology, AB	OCT 2019 - MAY 2020
POST GRADUATE DIPLOMA IN SOFTWARE ENGINEERING TECHNOLOGY	Centennial Col., ON	SEP 2013 - APR 2015
BACHELOR'S IN COMPUTER ENGINEERING	Gujarat Technological University, GJ, INDIA	SEP 2008 - APR 2012

OTHER EXPERIENCE

CUSTOMER SERVICE SUPERVISOR	Pho Lien, Whitehorse, YT	SEP 2015 - APR 2019
SUPERVISOR	La Sani, Toronto, ON	OCT 2013 - AUG 2015