**Sandeep Rajora**: - **Unified Collaboration Engineer.**

***Cisco ID (CSCO): CSCO11704712***

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*New Delhi -110019.*

***Career Objective: -***

*My career’s goal is aligned with my strong belief in the concept of applying my experience and earnings in solving real life complexities, with integrity and humility and at end of the day, being humble because as life as technology, they both are very dynamic in nature, ever evolving and no one know everything under the sun, leaving a healthy room for constructive learning.*

***Total work experience of 10 years and 4 months.***

* Worked as a *Unified Collaboration Engineer –* (CiscoImplementation and Design) at Continuant Technologies.
* Worked as a *Tier 3, Associate Consultant* - Technical lead at HCL Technologies.
* worked as a *Network Engineer - in* ***Cisco TAC*** at Aricent Technologies from
* Worked as s LAN *(Switching) engineer* at Unbound Technologies
* Worked as a *Technical support officer (DSL)* at HCL Technologies.

***Professional Certifications: - Cisco ID (CSCO): CSCO11704712***

* *CCIE Collaboration written, (it has expired), and I am currently preparing for both the written and lab examination to renew my certs.*

***Unified Collaboration Projects (Implementation and design): -***

***Tata Steel Europe, Tata Steel India, Musigma, Symrise, First Source and Citadel.***

***Products handled: -***

* *Cisco WebEx Calling, CUCM, Cisco Unity Connection, Cisco IM&P, UCCX (Contact Center).*
* *Cisco Expressways, Cisco Telepresence Suite TMS, TMSXE, Cisco Meeting server (CMS)*
* *UCS 6K, UCS 7k, VmWare Esxi.*
* *LDAP/ADLDS.*
* *Cisco Voice Gateways, Cisco Unified Border Element i.e. CUBE (SBCs)*
* *Cisco IP phones, Jabber for iPhone, Android and Windows, CIPC and 3rd party SIP softphones.*
* *Avaya phones, Cisco VC endpoints and 3rd Party VC endpoints.*

***Key areas of interest and expertise: -***

* *Call routing and digit manipulation.*
* *Call signaling protocols: - SIP, SCCP, H.323, MGCP, SCCP, ISDN.*
* *Media termination.*
* *Debugging – SIP traces.*
* *Cisco Telepresence and Content sharing over WebRTc, Lync federation, Microsoft Teams and Cisco WebEx.*
* *Cisco WebEx Edge Connect over Equinix P2P link to Cisco WebEx cloud.*

 ***Roles and responsibilities: -***

* *Capturing the current design, Dial plan and setup and further breaking down the setup or migration process in manageable phases to ensure timely deliveries and end user's smooth collaboration experience.*
* *Going through Correct Design, Implementation and Support cycle HLD --->> SDD --->> CCD --->> LLD.*
* *Once the Solution has been agreed upon then, the quintessential details are captured via Customer Collected details (CCD), which is reviewed in great depth to make sure that implementation is in accord with the design and solution agreed up on.*
* *Transition of the customer from Day 0 to Day 2 service desk and ticketing to enhance Incident reporting and management.*
* *Adhering to service level agreement –SLA, in order to provide fast and reliable assistance.*
* *Addressing to the queries raised by the clients in Casemon or Service now ticketing tool.*
* *Addressing severity calls and escalations, in the event of service, network failure or congestion.*
* *Planning & scheduling the network and service down time for various upgrades and maintenance.*
* *Timely follow-up with clients, to check if the issue was fixed in timely manner.*
* *Assisting clients via remote WebEx meeting in the configuration and troubleshooting for application-based issues.*
* *Delivering proactive monitoring and preventive maintenance.*

***Roles and responsibilities in HCL Technologies: -***

* *As a* ***Tier 3/III Associate consultant****, I was leading a team of Cisco engineers of Tier II and Tier I.*
* *Escalation Engineer for resolving and to provide the root cause analysis*
* *Project NCE of* ***Warner Music Group****.*
* *Review their Collaboration design and provide them real-time solution with defined SLAs.*
* *Being the Escalation Cisco Engineer and addressing severity calls and escalation.*
* *Timely follow-up with client, to check if the issue was fixed in timely manner.*
* *Planning & scheduling the network and service down.*
* *Delivering proactive monitoring and preventive maintenance.*

***Roles and responsibilities in Cisco Tac: -***

* *As a* ***Cisco TAC engineer****, I was working with Prestigious Cisco clients ranging from Hospitals to Financial Institutes to Armed forces.*
* *Help Clients to resolve their collaboration complex issues as per the SLA.*
* *Collect and Read the detailed debug traces, to zero down the issues.*
* *Timely follow-up with client, to check if the issue was fixed in timely manner.*
* *Collaborating with the Cisco Developers to seek latest open Caveats and report suggestions.*
* *Filling latest bugs and providing the workaround.*

***Roles and responsibilities in Unbound Technologies: -***

* *Collecting switch details, switch utilization reports.*
* *Adding new VLANS in switch Trunk ports.*
* *Providing immediate resolution to issues pertaining to physical layer connectivity.*
* *Enabling switch ports for end users to establish connectivity with their project network.*

***Project undertaken in HCL: -***

* ***Client - AT&T and Warner Music Group***

***Roles and responsibilities in HCL Technologies: -***

* *Understanding the DSL network setup of end client.*
* *Remotely troubleshooting D-link, Netgear, 2-wire and Belkin routers.*
* *Remotely troubleshooting wireless connection of the end client.*
* *Escalating the ticket to ISP, if the issue was beyond the limit of CSU/DSU demarcation point.*
* *Application layer troubleshooting – HTTP-Browser optimization of the end client*

***Platform Experience: -***

* *Cisco WebEx Connect and Cisco WebEx Edge*
* *Cisco WebEx Teams.*
* *Microsoft Teams and Microsoft o365.*
* *VMware ESXI.*
* *Cisco IOS.*
* *Linux*

***Appreciations Received: -***

* *Awarded with “TOP GUN” award as an exceptional performer in Cisco TAC.*
* *Awarded with “Lowest escalation” award in HCL.*
* *Wordsworth Debate Winner.*

***Education: -***

* *B. Tech (IT), graduated in the year 2008, from Guru Gobind Singh IndraPrastha (IP) University,*
* *(10+2) with Science Stream from Summer Fields School.*
* *10th from St.George's School, Alaknanda.*

***Personal details: -***

* *Father’s name:  Ramesh Chand.*
* *Date of birth:  5th March 1986.*
* *Strengths: Tenaciousness, Confidence and Loyalty.*
* *Marital status: Married.*
* *Languages known English & Hindi.*
* *Hobbies: Air Rifle 10-meter shooting, resistance training and travelling.*

***Declaration***

*I do hereby confirm that I will deliver the best part of my service and dedication, looking forward to an opportunity to work in your esteemed organization.*

*Date: 31/05/2020 Yours Sincerely*

*Place: New Delhi [****Sandeep Rajora****]*