Ashish Mishra

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# Objective

8+ Years of experience in Infrastructure management services, IT Training and Consulting in industry.

# Education

## B. TECH (Comp. Science) | July-2010 | dR. a.p.j AKTU, Lucknow, UTTAR pradesh

* Major: Computer Science
* Minor: Computer Networking
* Related coursework: Projects on Network Configurator & Simulator
* **Technical**
* ITIL v4 Foundation Certified (ITSM)-(GR671174619AM)
* CCNA 200-125, 200-301
* CCNP R&S (Preparing ENCOR & ENARSI)
* JNCIA-ER
* Fortinet NSE1 and NSE2
* IPv6 Expert
* BGP, OSPF, EIGRP
* AWS Solution Architect Associate
* Worked on Cisco, Juniper, and Alcatel & Nokia Routers.
* Python for Networking

## Communication

* Saying about communication and my organizational behavior is a cumbersome thing for me but yes with passing time I have conduct so many seminars on career guidance and many other topics in networking and infrastructure services.

I have a good and sound experience in IT Training and conducted so many in classrooms in-house lectures for students and corporate people.

Regularly communicating with clients having scrum calls appointments which is helping me to improve my communication more and more.

I am leading a team of 15-members in my project right now from more than a year, heading my fraternity and leading the condo of my growing project in Infosys at present.

## Technical Lead | infosys ltd | sept-2019 to present | *telstra noc*, Telecom

Right now, handling a team of 15 people in NAB NOC, which is a dedicated NOC for an Australian bank.

Responsible for people management as team is working for 24\*7 shifts.

Handling L2 team in which I am responsible for Incident management as well as problem management.

Conducting changes for Cisco devices managing their issues from scratch, working on PBIs.

## Technical Lead | infosys ltd | may-2017 to aug-2019 | *SPARK NZ*, Telecom

* Technical Lead is my position under this project and handling a team of 8-members, responsible to manage role of team, their working and all kind of escalation, floating tasks and also KT for new comers.
* We are working on the devices like Nokia 7750, M40 Juniper devices etc.
* Working on some new tools like NOKIA SAM 5620 Client used for configuring PE devices.

. Got training on CMNO (Cisco Meraki Network Operator).

## Technical process specialist | infosys ltd | april 2015 to may 2017| *Telstra* AU

* Telstra was an Australian ISP, and I was responsible for the end to end delivery of services to the customer.
* Troubleshooting the issues reported by customer, performing cutover, migrations of the devices and services of the customers.
* Involve in all process evolution and process automation projects.
* Regularly I was doing around 100 BAUs and more than 25+ cutover appointments in a week.
* Got twice the best performer of the team in two consecutive quarters.

## Network admin | gsg telco *(NOW as Sakon Telecom)* | July 2014 to dec-2014 | pUNE

* Owner of NOC, managing all server and network related changes and incident management.
* Alone set up the complete network from scratch of (more than 500 hosts).
* Leaded team of 6 members in Technical support group in NOC.
* Managing firewall Cyberoam and ASA-5510, responsible for all server changes in DC residing in Miami.

## Network Engineer | Zealot IT Solutions *(Now Known AS PROINF)* | jan’2013 to Dec’2013| hyderabad

* Designing network plans for customer.
* Responsible for site survey for deploying the wireless Aps, by using tools like, Fluke Network manager etc.
* Worked on devices like router 2811, 2901, 2921, switches 2960, 3560, SG-300.
* Part of an Ipv6 deployment team with big customer like, Value Labs India, Greenko Ltd. India, Andhra Police etc.

## SME | seed infotech | jan’2011 – dec’2012 |Solapur

* Worked as a system engineer for managing Labs, premises network infra.
* Managed Cisco –MCS-7800 server for Labs in the office premises.
* Efficiently taken over 35 batches of CCNA, A+&N+.
* Played an important part in the business activities of Seed InfoTech like technical seminars, career guidance seminar, and given organization a big business in 2 years.

# Personal Information

# Graduation: June 2006 – June 2010 (B. Tech Computer Science)

# DOB: 05-07-1987

# Passport Number: N9514264

# LinkedIn: - www.linkedin.com/in/osumashish

# Portfolio Website:- www.osumashish.com