

Bobin Motti Thomas

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OBJECTIVE

- ✉ I seek a challenging professional position in the area of innovative Telecom, Data Network services and allied research efforts. I am also keen to engage myself in troubleshooting endeavors aimed at designing, configuring and improving network devices and related problems.

SUMMARY

- ✉ Total **11 Years of Working Experience** in Networks Engineering and Operations projects.
- ✉ Diligent and Detail-Oriented individual with knowledge of market and latest technologies.
- ✉ An Effective communicator with strong analytical/logical skills and abilities to relate to people at any level of business and management.
- ✉ Have intense interest in learning new technologies and tools.
- ✉ Have Master of Computer Applications Degree from Mahatma Gandhi University, Kerala, India.
Holding Several International Certification like: **CCIE (R&S), JNCIP, BCCPP, JNCIS, CCNP, CCNA, JNCIA**

PROFILE

- Passionate, diligent and focused Senior Network Engineer with **11 Years** of experience in Networks Configuration, Troubleshooting and Testing.
- Expertise in Configuration and Troubleshooting, Testing and debugging issues of IP networks and network user management with expertise in installation, upgrading, configuration of LAN, WAN, routers, switches, servers, peripherals and other network devices of different vendors.
- Skilled in System administration of UNIX/LINUX servers like DNS, DHCP, WEB, FTP, SMTP etc in large Datacenter and knowledgeable in WINDOWS.
- Proven problem analysis/ resolution skills, ability to troubleshoot, solve problems quickly & completely.
- Technology infrastructure, Incident, and Problem Change Management.
- Familiar With Cisco Devices (Router and Switches) Cisco ISR Routers Model 2600, 3600, 3700, 7200 and Catalyst Switches 2900, 3550, and 3560, Cisco C10K Series, Cisco ASR 5500 routers.
- Skilled in configuration and troubleshooting of Juniper Devices like MX, SRX and M Series routers etc
- Experience in Managing various Network devices like F5 Load balancers, McAfee Proxy, Riverbed, Checkpoint etc

PROFESSIONAL CERTIFICATIONS

- **Cisco Certified InterNetwork Expert (CCIE) - R&S #37447**
 - **Juniper Networks Certified Internet Professional (JNCIP-Service Provider)**
 - **Bluecoat Certified Proxy Professional (BCCPP – ProxySG)**
 - Juniper Networks Certified Internet Specialist (JNCIS-Service Provider)
 - Cisco Certified InterNetwork Expert (CCIE)-Datacenter (Written)
 - Cisco Certified Network Professional (CCNP)
 - Cisco Certified Network Associate (CCNA)
 - Juniper Networks Certified Associate (JNCIA)
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TECHNICAL SKILLS

Layer 2 Technologies: Ethernet, LAN, VLAN, STP, MSTP, RSTP, VTP, SPAN, RSPAN

Layer 3 Technologies: RIPv1, RIPv2, EIGRP, OSPF, BGP, MP-BGP

WAN Technologies: FRAME-RELAY, PPP, PPPoE, MPLS, MPLS VPN, GRE, L2VPN

Multicast: IGMP, PIM-SM, PIM-DM, AUTO-RP, BSR

Network Security: ACL, Zone Based Firewall, Source Guard, AAA, 802.1x, NAT, Routing Protocol Authentication.

Network Services: HSRP, VRRP, GLBP, NTP, DHCP, DNS, FTP, TFTP, SSH

QoS: MQC, CBWFQ, LFI, Classification, Marking, Shaping & Policing

Tools: Wire shark, IXIA, Agilent, HP QC, Weathermap, Netgrapher, Riverbed Appresponse/AppInternals, AppviewX, Arbor

PROFESSIONAL EXPERIENCE

1) JP Morgan Chase & Co, Singapore

Oct 2016 – Till Date

Designation : Associate

- Working as Tier-3 Network Operation Engineer in Global Network Services Team.
- Working with different customer issues, involve in troubleshooting calls.
- Handling high severity issues, troubleshooting and finding out fix in timely manner
- Involve in Incident Management calls representing Networks and troubleshooting issue reported.
- Involve in RMA and building up new installed checkpoint firewalls from the scratch.
- Reviewing, Analyzing and approving change requests from networks.
- Working on technologies like OSPF, IS-IS, BGP, MPLS, MP-BGP, DMVPN.
- Working on multi-vendor environment with Cisco nexus, 6500, 4500, Juniper M10i, F5 LTM/GTM, Checkpoint, Bluecoat etc
- Using different tools like Splunk, Sevone, Netcool etc for troubleshooting different Network issues.
- Experience on Change Management, Incident management process.
- Maintaining and troubleshooting various production issues related to Arbor, AppviewX.
- Participating in reviewing runbooks for various technologies and ensure that new technology is ready to bring into operations.
- Automating various operations task using Python/Perl/Shell Scripting to reduce time and increase efficiency in executing.
- Work on proactive activities by automating various test to capture faults before reaching customer to avoid high severity incidents.

2) Dimension Data, Singapore

Jan 2014- Oct 2016

Designation : System Engineer

Client : Deutsche Bank

- Working as a Level 3 NOC Engineer for Deutsche Bank's Global Network Infrastructure which is spread across the globe. The Network consists of around 30K devices from different vendors.
- Handling all critical issues occurring in APAC and Global Network operations.
- Involving in high level troubleshooting of various Complex Network issues in Routing & Switching implementations and fix the issue in timely manner.

- Take over responsibility in troubleshooting and debugging of issues escalated from Level 1 and Level 2 teams.
- Troubleshooting and debugging of various network performance issues and suggest based on findings.
- Hands-on experience on devices of different vendors like Cisco, Juniper, Arista routers & switches, Checkpoint, F5 Loadbalancer, McAfee Webgateway, Riverbed etc.
- Help deployment team to troubleshoot various network related application issue and suggest the required change.
- Participate in Disaster recovery testing activities to gather requirements from application team and suggest the different possibilities from Networks and create detailed DR Plan and involve in implementation.
- Working on networking features like BGP, OSPF, MPLS, Switching, Firewalling , HSRP, IPsec, GRE etc
- Directly involve in call with customers and troubleshoot instantly for high severity issues and get resolutions.
- Involve in Management level discussions regarding "Process Development" between Network Operations and Deployment.
- Effectively co-ordinate and work with different vendors like Cisco, Juniper, F5, Checkpoint to test and troubleshoot various issues.
- Work closely with Incident Management for high severity issue to resolve in timely manner.
- Working with Network deployment team to bring issues to closure which are cause by deployment error.
- Work with Network Engineering team, when company standard need to be changed as per the application user requirements.
- Mentor Team members in their work for finding and fixing the issues.
- Raise Network RFC and implement the change during the scheduled window.
- Work on Secure Desktop on Demand environment which include Juniper firewall and Infranet Controllers.

3) Tech Mahindra Limited

Dec 2011- Oct 2013

Designation : Tech Lead

Client : Juniper Networks

- Worked for **Juniper Networks** for their client **Bell Canada** as part of upgrading all their Juniper devices to newer version of JunOS software .
- Leading and Mentoring juniors in team.
- Bringing up a customer environment setup at Juniper Lab by installing and configuring different devices like Cisco ASA, Juniper M120 , M320, SRX.
- Configuring and implementing MPLS VPN setup where PE-CE connectivity is through IPsec.
- Finding issues in setup and troubleshoot and perform root cause analysis and report and document it.
- Simulate traffic and monitor and verify the setup using tools like Ixia, Agilent etc.
- Validating IPsec feature and performance before and after upgrade and ensure that upgrade in Production will happen smoothly
- Working in Technologies like BGP, OSPF, VLANS, IPsec, MPLS VPN, GRE, NAT/PAT, HA.
- Hands-on experience in L3VPN, L2VPN, BGP & LDP Signaled VPN, RSVP TE, L2 Circuit, VPLS etc
- Responsible for documenting scenarios and performing quality analysis as per customer requirement.

Client : AT&T, USA

- Worked for major Service Provider in USA, AT&T in LTE architecture as part of validation of Datacom implementation which consists of multi-vendor devices like Cisco, Juniper etc .
- Leading and Mentoring juniors in team.
- Debugging issues and Troubleshooting devices like Cisco ASR 5500, 7600, Juniper MX960, Juniper SRX 5800 and Sun Solaris DNS servers
- Worked in Technologies like BGP, OSPF, HSRP, VRRP, VLANS, MPLS VPN, VRF-Lite, IPsec, GRE, NAT/PAT, Layer3 Firewall, Loadbalancer, IPS, HA.
- Analysis of the Protocols implemented in call processing and call set up in LTE

- Experience with mobility wireless core networks, architecture and protocols.
- Responsible for documenting scenarios and performing quality analysis as per customer requirement.

4) HCL Technologies

May 2008-Dec2011

Designation : Lead Engineer

Client : Cisco Systems

- Worked on Cisco Customer(BT, AT&T etc) issues and helped to debug, troubleshoot and solve the issues.
- Designing and building new test beds reflecting customer scenarios and configurations.
- Reporting bugs using an internal bug-tracking tool.
- Worked on different technologies like different Routing Protocols like BGP, OSPF, EIGRP, VRRP, PPPoE, PPPoA, MFR, MPPP, QoS, MPLS, VPN etc
- Manually installing the Network topology and configuring above mentioned Technologies to bring up customer Lab environment.
- Scrubbing the bugs found before any particular release.
- Working with the development team towards prioritizing and resolving defects found during testing.
- Analyzing customer found defects on the platform for various components/releases, reproducing the defects in the local lab, and plugging the holes in testing whenever necessary.
- Create Lab set-up for troubleshooting issues and create emulations and traffics using devices like IXIA, Agilent etc.
- Feature testing on c10000 series of Cisco routers. Technologies tested included Routing Protocols and WAN Technologies.

5) Clearlogix Technologies

System Administrator

Jan 2007-May 2008

- Managing and Administration of Network Servers like DNS, HTTP, SMTP etc in large NOC
- Administrating Windows/Linux webservers and attending trouble tickets.
- Linux/Windows WEB, FTP, SMTP, DNS troubleshooting and solving the issues.
- Monitoring and Managing Webservers and Tracking Customer Issues and resolving it within timeline.
- Giving support 24x7 to monitor and track issues on the Servers.
- Scanning devices for security treats frequently and take necessary action if any vulnerability found.
- Track customer reported issue using ticket system and proactively worked for solving it within the committed SLA

EDUCATIONAL QUALIFICATION

Master Degree - MCA (Master of Computer Applications) 2006 - M.G University, Kerala - India

Bachelor Degree - B.Sc (Bachelor of Science in Mathematics) 2003 - M.G University, Kerala - India

PERSONAL INFORMATION

Date of Birth and Place: 10th June 1982, Dubai (UAE)

Gender: Male

Nationality: Indian

Mobile: 65-86786478

Passport Number: K7105101

Current Address: 638A Punggol Drive, #16-433, Singapore 821638

Language Proficiency: English, Malayalam & Tamil
