Narayan Thakur

LinkedIn | Email: narayanthakur233@gmail.com | Mobile: 9834330221 | 7798095414

Network Engineer

Results-driven Senior Network Engineer with **4.9+ years** of experience across Tier 1 ISP and fintech environments. Currently leading network infrastructure operations at Mosambee, ensuring high availability, security, and performance of critical systems. Strong expertise in routing and switching technologies including **BGP, OSPF, VLAN, STP, and IPsec VPNs** along with hands-on experience in multi-vendor environments such as **Cisco, Palo Alto, FortiGate, Juniper, and Nokia.** Proven track record in network monitoring, incident management, and root cause analysis within 24x7 environments while maintaining strict SLA compliance. Adept at managing firewall security, optimizing network performance, and collaborating cross-functionally to implement scalable and secure network solutions. Known for a proactive approach, strong troubleshooting skills, and delivering reliable network services in mission-critical environments.

Technical Skills

CCNA	:	Routing Switching, VLANs, STP, VTP, IP Addressing, TCP/IP, NAT, DHCP, DNS, ACL, HSRP, SNMP
CCNP	:	OSPF, EIGRP, BGP, Advanced L2/L3, IPsec VPN , LoadBalancer , VXLAN ,EVPN, QoS, Advanced ACLs, Firewall-HA, Network Security, Firewall Management (Palo Alto, FortiGate), Incident Handling
Linux	:	Linux Fundamentals , CLI , Bash , ubuntu
Firewalls	:	Cisco , FortiGate and Palo Alto Firewall troubleshooting and Configuration
SD-WAN	:	Cisco Viptela , controllers on-boarding and L1 level troubleshooting

Software Proficiency

- **Sumo logic , Nokia AMS , Solarwind , Zabbix :**
- **HPSM , Service Tool , Salesforce, Jira :**
- **MYCOM , Observium , Assurance :**
- **Xshell , Secure-CRT :**
- **Wireshark :**

Experience

Infra Network Engineer Nov 2025 – Present
Mosambee | Pinelabs

- Monitored and maintained production infrastructure and DC environments using NMS tools.
- Designed, implemented, and supported secure network solutions including IPSEC site-to-site and SAML base remote-access VPNs,
- Managing HO Wireless and LAN network, Hands-on Ruckus ,Tplink Omada and Ray AP Wireless technology.
- Managed 6 infrastructure environments hosted in DC and configured enterprise firewalls (Fortinet 80E/100F/200E/200F/201G, Palo Alto PA-440), administering 9000+ firewall policies and ACLs to strengthen network security posture.
- Provided L2 support for LAN/WAN environments; troubleshot network incidents, performed RCA with documented resolutions, and collaborated with L1/L3 teams to ensure SLA-compliant resolution timelines.
- Configured and managed L2 technologies including STP, RSTP, PVST, and EtherChannel for loop prevention and link aggregation across enterprise LAN environments.
- Responsible for DC DR drill and DC migration activity.
- Configured and maintained VXLAN overlay networks for fabric communication
- Deployed and managed BGP and OSPF routing protocols for dynamic route propagation across WAN and data center environments
- Developed and maintained comprehensive network documentation including topology diagrams, SOPs, MOPs, configuration backups, and change management records.
- Prepared periodic network performance reports and capacity planning inputs for infrastructure review and stakeholder reporting.

IP/Ethernet Tier 2 Engineer Aug 2025 – Nov 2025
eClerx | US Base Client : Zayo Communications

- Monitor and troubleshoot IP/Ethernet circuits in a 24x7 telecom-grade NOC environment for enterprise customers across the US.
- Perform advanced troubleshooting on **MPLS, BGP, VLAN, STP, LAG** and routing-related incidents.
- Configure, diagnose, and maintain multi-vendor network devices including **Cisco, Juniper, Nokia, and Ciena.**
- Responsible Conduct service-level testing **RFC 2544** and assist field engineers with **OTDR** fiber diagnostics
- Manage and coordinate with Multiple vendors, including Verizon, ATT, Lumen and Windstream Communications to swiftly resolve network issues.
- Escalate unresolved or complex issues to Tier 3 teams and vendor TAC for further investigation
- Coordinating with US workforce for dispatching a technician to the site for troubleshooting an issue
- Communicate effectively with enterprise customers, providing timely updates, technical details, and resolution reports.
- Document incidents, RCA, and resolution steps in Salesforce ticketing tools with clear, concise reporting.
- Utilize network monitoring and diagnostic tools Observium, Assurance, Sumo Logic (SNMP-based platforms) to identify and resolve issues proactively.

Assistant Manager (NOC Network Engineer) May 2022 – Aug 2025
Reliance Jio Infocomm Limited

- Responsible for configuring and monitoring **7360 ISAM OLT, Radisys RLT-3200C, RLT-1600C OLT, and Cisco ASR 903, 9010** routers across the PAN India network.
- Specialized in alarm monitoring and live troubleshooting of various devices in the Gigabit Passive Optical Network (GPON) Nokia , Cisco routers ASR 9020, 903, and 9010.
- Possesses excellent working knowledge of the **TCP/IP** protocol suite, **OSI layers**, and routing protocols such as **EIGRP, OSPF, BGP, RIP, VRRP, STP, RSTP,** .
- Conducted various audits to ensure network availability and promptly resolved issues across the PAN India network.
- Handled ENT customer complaints, effectively coordinated with vendors, and ensured prompt issue resolution.
- Responsible for successfully performing complex changes on network and security devices, ensuring smooth transitions.
- Responsible to update the latest firmware and FX4 to FX8 chassis migration on Nokia OLT
- Configured Nokia GPON OLT ISAM 7330 and Radisys RLT-3200C and RLT-1600C, including tasks such as **link aggregation, OLT card setup, ONT configuration, ENT VLAN, multicast services,** ONT configuration, XML file uploading, and OLT backup restoration.
- Monitored alarm NMS Dashboard and troubleshot faults in production and enterprise network issues.

Technical Associate Nov 2021 – May 2022
Randstad LTD | Client: Nelco Network Product Limited

- Responsible for maintenance of **KU band** VAST System.
- Installation of VSAT Antennas in various remote locations in OIL fields (ONGC Rig and Platforms).
- RD technical faults and provided support in escalated issues when necessary.
- Configured satellite modem and routers, such as **iDirect X1, X3, X5, iQ200, LinkWay S2, ACU**, etc.
- Monitoring of VSAT Sites through **NMS** software.

Education

North Maharashtra University Aug 2018 – Sept 2021
Bachelor of Engineering in Electrical

Certifications

- CCNA: Enterprise Networking, Security, and Automation
- CCNA: Switching, Routing, and Wireless Essentials
- Linux Fundamentals