

Prathmesh Rasal

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Cisco Certified Network Associate (CCNA)

An IT professional with a strong passion for Networking, Cyber Security, and Web Development. I am actively seeking opportunities in operations and Support roles related to Networking, including Security, Data Centre, and Enterprise Wireless. Additionally, I am interested in Product Support for Microsoft Azure Cloud, AWS, Google Cloud, IBM Cloud, and allied fields that facilitates knowledge growth while being a resourceful, innovative, and flexible candidate.

Technical Skills

- **Networking:** LAN/WAN/WLAN Networks, routing/switching, TCP/IP, OSI model, SSH connections, RDP sessions
 - **Network devices:** 2930 Aruba Switches, 7005, 9004 Aruba Controller/Gateway, 315,275 Aruba Access Points
- **Cyber Security:** Access Control, Authentication, Encryption, SSL/TLS, IPsec tunnels, VPN, Security threats/vulnerabilities
- **Cloud Computing:** NaaS/IaaS/PaaS/SaaS, hybrid cloud models, Microsoft Azure, AWS, Google Cloud
- **Storage & High Availability:** NTFS, FAT, xFAT, SAN/NAS, RAID (0-5 levels), iSCSI/Fibre Channel, backup/recovery, disaster recovery, high availability solutions
- **Virtualization:** Hyper-V, VMware, EVE Ng, VirtualBox, creation/management of virtual machines
- **Operating Systems:** Windows Server, Linux, Macintosh installation/configuration/administration
- **Database Management:** MySQL (Basics), database design/implementation/administration
- **Programming languages:** HTML, CSS, Python (Basics)
- **Technical Documentation:** Installation guides, technical reports

Professional Experience

L2 NOC Engineer at **HPE Aruba Networking** via intermediary i Square Soft Bangalore, India (May 2023 – Present)

- **Handling second level support and service requests:** Addressing and resolving network-related issues and service requests that require a higher level of technical expertise.
- **Network analysis and design:** Analyzing network performance, identifying areas for improvement, and designing network solutions to optimize performance and reliability.
- **Technology support:** Provide technical support for network infrastructure, including troubleshooting network issues, configuring network devices, and ensuring the smooth operation of network systems.
- **Network monitoring and maintenance:** Monitoring network performance, identify potential issues or bottlenecks, and take proactive measures to maintain network stability and uptime.
- **Incident management:** Responsible for managing network incidents, including identifying the root cause of issues, implementing corrective actions, and documenting incident details for future reference.
- **Collaboration with other teams:** Collaborate with other teams, such as NOC 2.5 engineers, Partner Engagement team, and system administrators, to ensure seamless network operations and resolve complex network issues.
- **Documentation and reporting:** Maintain accurate documentation of network configurations, changes, and incident resolutions.

Technical Support Engineer at **Microsoft** via intermediary Teamware Solutions Bangalore, India (Hybrid)
Department: Windows Storage and High Availability (August 2022 – Feb 2023)

- **Response and Resolution:** Review, investigate, and solve customer's technical issues related to Storage and High availability. Collaborate within and across teams to provide timely and effective solutions.
- **Customer Support Experience:** Responsible for ensuring a positive customer support experience with Microsoft while striving to address customer concerns and provide excellent service.
- **Technical Troubleshooting:** Troubleshoot and solve customer technical issues. Utilize expertise in storage and high availability to diagnose problems and find appropriate solutions.
- **Collaboration:** Collaborate with Subject Matter Expert(s) and departments within Microsoft to resolve complex technical issues. Engaging in effective communication and coordination to ensure seamless problem resolution.
- **Growth and learning:** Continuously improving technical skills and knowledge through training and self-study.

Education

| Degree | College | University | Passing year | Project(s) |
|------------|--|-------------------|--------------|--|
| M.Sc. (IT) | Usha Pravin Gandhi College of Arts, Science & Commerce | Mumbai University | 2021 | Classification of Diabetic Retinopathy in fundus images using SVM classifier |
| B.Sc. (IT) | Tolani College of Commerce | Mumbai University | 2019 | CNC Plotter: An automated drawing arm, Drone/Quadcopter |

Certifications

- Cisco Certified Network Associate (CCNA) [2022] Verification No: XDB33N4GYDV41CCS – [Verify](#)
- Autopsy - Digital Forensics Basics and Hands On (2020) – [Verify](#)
- Coursera MOOC - Python (Basics)- [2020] – [Verify](#)
- Gold Medallist 3rd DAN Black Belt in Karate: Accredited Coach and National Judge
- Completed training of Certified Information Systems Auditor (CISA)

Additional

- Language Proficiency: Fluent in English, Hindi, and Marathi
- Hobbies Interests include Karate, Badminton, Motorbike Riding, and PC/Console Gaming
- Proficient in configuring Highly Available VMs in Failover Cluster Manager and STP and VLANs setup in Switches