

PRATHMESH RASAL

System & Network Administrator | Network Security | Virtualization | Cloud Infrastructure

📍 Mumbai/Bangalore, India | 📞 +91 79-77288140 | ✉ prathmeshrasal@gmail.com | [LinkedIn](#) | www.prathmeshrasal.com

PROFESSIONAL SUMMARY

I work at Palo Alto Networks TAC on the VM-Series team, handling firewall support cases across AWS, Azure, GCP, OCI, and NSX-T environments. In just under two years, I have closed 500+ cases averaging 30 to 35 a month. Roughly 40 to 50 customer satisfaction scores. Prior to this I was in the NOC at HPE Aruba supporting network infrastructure for around 1,000+ McDonald's locations across the USA. I hold CCNA and PCNSE certifications and I am looking to move into a hands-on network and system administration role.

CORE COMPETENCIES

Network & Security	TCP/IP, VLANs, BGP/OSPF basics, IPsec & SSL VPN, routing & switching, load balancer troubleshooting
Firewall Platforms	Palo Alto VM-Series, Panorama, PAN-OS policy & NAT
Virtualization	VMware vSphere, Hyper-V, NSX-T, KVM — VM lifecycle, HA setup, snapshot & recovery
Cloud Platforms	AWS, Azure, GCP, OCI, Alibaba Cloud VM deployment, VPC/VNet networking, security groups, cloud firewalls
OS & Systems	RHEL/CentOS/Ubuntu CLI, log analysis, service management; Windows Server, failover clustering
Monitoring & ITSM	Proactive incident triage, SLA tracking, RCA documentation, shift handover, SOP writing
Scripting & Automation	Python (automation scripts), Utilizing AI for Automation
Certifications	CCNA 200-301 PCNSE (Palo Alto)

PROFESSIONAL EXPERIENCE

Technical Support Engineer – VM-Series (TAC) | Palo Alto Networks (via iOPEX Technologies)

Bangalore, India

July 2024 – Present

- ▶ Closed 500+ cases to date across physical Palo Alto hardware and VM-Series firewalls deployed on AWS, Azure, GCP, OCI, Alibaba Cloud, and NSX-T averaging 30 to 35 resolved cases per month
- ▶ Maintained a 0 DSAT record across approximately 40 to 50 customer satisfaction scores, with multiple commendations from customers on individual case handling
- ▶ Troubleshoot firewall issues end-to-end policy and NAT misconfigurations, IPsec/SSL VPN failures, routing asymmetry, floating IP behaviour in HA setups, licensing errors, and cloud-platform-level networking problems, load balancer related issues, Cloud NGFW related issues
- ▶ Resolved a critical Azure HA case within 48 hours where a customer's floating IP would not move during failover reproduced the exact setup in an internal lab, identified a snapshot-recovered VM as the root cause, and guided the customer to redeploy clean VMs which fixed the issue immediately. Received the best possible CSAT on that case
- ▶ When standard troubleshooting doesn't get to the answer, build a lab that mirrors the customer's setup and reproduce the issue internally before recommending a fix. This approach has consistently cut resolution time on complex cases
- ▶ Escalate to Palo Alto engineering/SME with full packet captures, system logs, and reproduction steps follow through until engineering confirms root cause or ships a fix to the customer

L2 NOC Engineer | HPE Aruba Networking (via iSquare Soft)

Bangalore, India

April 2023 – June 2024

- ▶ Provided proactive 24/7 NOC support for the network infrastructure of approximately 1,000 McDonald's locations across the USA. When a device went down, a ticket was auto-created and we called the customer before they even knew there was a problem
- ▶ Performed complete site restoration with the configuration pushed from Aruba central remotely.
- ▶ Supported Aruba 7000 and 9004 wireless controllers, POE+ switches, Aruba 315 indoor access points, and outdoor access points. Handled controller failovers, AP disassociations, uplink failures, and switch port issues
- ▶ Managed the full incident lifecycle on each shift: acknowledge the alert, diagnose, coordinate with on-site teams or ISPs where needed, document findings, and hand over anything still open with enough context for the next shift to pick up immediately
- ▶ Worked across NOC, Partner Engagement, and System admin teams on issues that crossed team boundaries. Mostly ISP-related outages and controller firmware problems

Technical Support Engineer – Windows Storage & HA | Microsoft (via Teamware Solutions)

Bangalore, India

August 2022 – February 2023

- ▶ Supported enterprise customers on Windows Server Storage Spaces, iSCSI targets, and Failover Clustering. Most cases involved failed disks, misconfigured witness nodes, or cluster quorum issues after an unplanned reboot
- ▶ Read Windows event logs and cluster logs to trace root cause, then either walked customers through the fix directly or escalated to Microsoft engineering with full documentation
- ▶ Built foundational Windows Server administration skills. Services, storage management, HA configuration that carry directly into infrastructure and sysadmin work

EDUCATION

M.Sc. Information Technology

2021

Usha Pravin Gandhi College, Mumbai University

Final Project: Classification of Diabetic Retinopathy using SVM classifier (AI/ML)

B.Sc. Information Technology

2019

Tolani College of Commerce, Mumbai University

CERTIFICATIONS

- ▶ Palo Alto Networks Certified Network Security Engineer (PCNSE) — Verification: 566362292fc442cd986d367bdc45231c
- ▶ Cisco Certified Network Associate (CCNA 200-301) — Verification: XDB33N4GYDV41CCS
- ▶ Autopsy – Digital Forensics Basics and Hands-On (2020)
- ▶ Python Basics – Coursera MOOC (2020)

ADDITIONAL

- ▶ Languages: Fluent in English (written & verbal), Hindi, Marathi
- ▶ Gold Medallist 3rd DAN Black Belt in Karate, Accredited Coach and National Judge
- ▶ Interests: Networking, Cybersecurity, Cloud Infrastructure, Motorbike Riding, PC/Console Gaming