

Venkata Akula

IT Support Engineer II

+1(512)677-9996 | venkatanetwork07@gmail.com | [LinkedIn](#)

PROFESSIONAL SUMMARY

IT Support Engineer with 6+ years of experience delivering Level 1/2 support across enterprise IT environments including desktops, laptops, servers, networking, and cloud infrastructure. Skilled in Windows Server, Linux, VMware ESXi/vSphere, and cloud environments (AWS, Azure) with hands-on experience configuring LAN/WAN, VPNs, switches, routers, firewalls, and wireless access points, combined with scripting proficiency in Python and PowerShell to automate repetitive tasks and enhance efficiency. Deep expertise in IT service lifecycle management following ITIL frameworks covering incident, problem, change, and service level management, with experience monitoring system health using SolarWinds and Nagios and performing backup and disaster recovery procedures. Built automation pipelines using Ansible and Python that reduced deployment time by 40%, maintained compliance through regular audits and vulnerability assessments, and managed 20–30 service tickets per week within SLA targets.

TECHNICAL SKILLS

IT Support & Operations	Level 1/2 Support, ITIL Frameworks, Incident/Problem/Change Management, Service Level Management, On-Call Support
Systems Administration	Windows Server 2016/2019/2022, Windows 11, Linux (Ubuntu/CentOS), Active Directory, DNS, DHCP, PowerShell
Cloud Platforms	AWS (EC2, VPC, S3, Route 53), Azure (VNet, VM, NSG, ExpressRoute), GCP, Hybrid Cloud, Zscaler
Networking	LAN/WAN, VPNs, Switches, Routers, Firewalls, Wireless Access Points, Cisco Meraki, 802.1X
Automation & Scripting	Python (Netmiko, NAPALM, Paramiko), Ansible, PowerShell, REST APIs, Bash Scripting
Virtualization	VMware ESXi/vSphere, Hyper-V, VM Provisioning, GNS3, Virtual Networking
Monitoring & Security	SolarWinds, Nagios, Splunk, Zabbix, SNMP, MFA, Antivirus, Vulnerability Assessment, Patch Management
Backup & Recovery	Disaster Recovery Planning, Backup/Restore Procedures, System Audits, Patch Management, Firmware Updates
Ticketing & Docs	ServiceNow (ITIL), JIRA Help Desk, Visio, Technical Documentation, Runbooks, Knowledge Base

PROFESSIONAL EXPERIENCE

Senior Network Engineer | Comcast

Feb 2026 – Present

Chicago, IL

- Managed incident tickets, change requests, and project tasks using ServiceNow (ITIL), handling 20–30 tickets per week and ensuring timely resolution within SLA targets.
- Proactively identified recurring network issues, implemented fixes, and reduced repeat incidents by approximately 25% through systematic monitoring and standardised runbook documentation.
- Used Python tools (Netmiko, NAPALM, Paramiko) for repeatable device checks, configuration validation, and backups to maintain consistency and accelerate troubleshooting across multi-vendor environments.
- Supported Cisco Meraki MX/MR/MS for branch sites, configuring VLANs, SSIDs, AutoVPN, and traffic shaping, and confirmed performance using dashboard health and event logs.
- Configured and optimised Catalyst 9300/9400/9500 switching using IOS-XE, VRFs, VLAN segmentation, EtherChannels, gateway redundancy, QoS, and standardised management controls across campus

environments.

- Connected on-premises data centres to Azure using ExpressRoute for production traffic with IPsec VPN as the backup path, configuring BGP between on-prem routers and the Azure Virtual Network Gateway.
- Used Splunk to correlate firewall logs, authentication events, and NetFlow data, building searches that filtered known-good traffic and surfaced anomalous source IPs and destination ports.
- Supported cloud networking in AWS (VPCs, subnets, route tables, security controls) and Azure (VNets, UDRs, NSGs), resolving asymmetric routing, DNS reachability, and MTU/MSS issues.
- Resolved Wi-Fi issues by checking RF interference, channel overlap, and roaming behaviour; adjusted channel/power, band steering, and minimum data rates, reducing client disconnects by 20%.
- Deployed Cisco Catalyst 9800 wireless controllers and Wi-Fi 6 access points, configuring WLANs, policy profiles, RF tags, and site tags for enterprise campus environments.
- Worked with NOC and ITIL teams to write and standardise HA runbooks for fabric, load balancing, and WAN operations, reducing risk during failovers and scheduled change windows.

Network Security Engineer | Dish Network

Jun 2024 – Dec 2025

Englewood, CO

- Automated Python and Ansible workflows for configuration backups, pre-check validation, and standardised provisioning across multi-vendor devices to reduce drift and manual errors.
- Built and maintained operational monitoring using SolarWinds NPM/NCM with SNMP and NetFlow to track latency, loss, utilisation, interface errors, and routing events for proactive detection.
- Troubleshoot complex network issues involving routing, latency, and packet drops using BGP/OSPF diagnostics and packet analysis tools, reducing incident resolution time by 20%.
- Documented topology diagrams, automation workflows, and change-management runbooks in Visio and ServiceNow, enabling faster root cause analysis across MPLS, SD-WAN, and transport operations.
- Configured WAN traffic steering across MPLS, DIA, broadband, and cellular backup links, improving branch availability during primary carrier outages and maintenance windows.
- Supported large-scale telecom infrastructure across 100+ systems and sites, performing regular maintenance checks on routers, switches, and WAN links to ensure network stability.
- Proactively monitored network performance using NetFlow and SolarWinds, identifying congestion trends and preventing 15% potential outages through early intervention.
- Supported Zscaler ZPA onboarding by validating routing, DNS, and connector connectivity, coordinating policy troubleshooting to maintain reliable private-application access.

Network Engineer | World Bank

Nov 2023 – Jun 2024

Washington, DC

- Administered Infoblox DDI, implementing DNS load balancing, advanced traffic controls, and IP address management to increase availability and simplify operations across the enterprise.
- Implemented BGP route policies on Juniper MX960 and OSPF summarisation on Cisco ASR 1000 to streamline routing tables and improve inter-domain traffic engineering.
- Built and maintained site-to-site IPsec VPNs on FortiGate firewalls using AES-256/3DES encryption, IKEv1/IKEv2, and route-based tunnels to securely connect distributed enterprise sites.
- Deployed FortiGate 6000 NGFWs with IPS, policy enforcement, and application control; integrated FortiClient with FortiManager for centralised endpoint protection and compliance monitoring.
- Managed VMware NSX with virtual switches, L2 bridging, and dynamic firewall rules; troubleshoot VM connectivity issues caused by vNIC/vSwitch misconfigurations.
- Configured Azure VNets, subnets, route tables, and NSGs to segment workloads and enforce security; implemented Azure DDoS Protection for internet-facing applications.
- Built automation pipelines using Ansible and Python to push configurations, monitor devices, and perform compliance checks, reducing manual errors and deployment time by 40%.

- Used Wireshark, Splunk, and SolarWinds to isolate TCP failures, routing issues, interface errors, and inconsistent application connectivity across the enterprise network.

Network Engineer (Routing/Switching & Firewalls) | Siemens

Aug 2019 – Jul 2023

India

- Configured and supported enterprise LAN/WAN networks using Cisco Catalyst and Cisco Nexus switches, maintaining stable connectivity across core and access layers.
- Implemented and troubleshooted routing using OSPF, EIGRP, and BGP for branch and data centre connectivity, validating redundancy and failover during circuit and device events.
- Configured and troubleshooted Cisco ASA firewall policies including ACLs and NAT, ensuring proper traffic flow between internal and external networks.
- Deployed VLAN segmentation, STP/RSTP, LACP EtherChannel, and gateway redundancy (HSRP/VRRP) to prevent L2 loops and maintain gateway availability during failures.
- Configured site-to-site IPsec VPN tunnels between on-prem firewalls and AWS/Azure VPN Gateways, validating routing and tunnel stability for hybrid application connectivity.
- Implemented 802.1X authentication and role-based access using Cisco ISE and Aruba ClearPass, integrating with directory services to enforce access policies for wired and wireless users.
- Monitored network devices using SolarWinds with SNMP and NetFlow, tracking CPU, bandwidth utilisation, and interface errors to detect degradation early and accelerate triage.
- Created and maintained Visio network diagrams, runbooks, and MOPs for implementations and troubleshooting to support clean handoffs and consistent operations.

EDUCATION

Master's of Science in Computer and Information System Security

May 2025

Lewis University – Romeoville, IL

Bachelor of Technology in Electronics and Communications Engineering

Jun 2022

Chadalawada Ramanamma Engineering College – Tirupati, India

CERTIFICATIONS

- Cisco Certified Network Associate (CCNA)
- Cisco Certified Network Professional (CCNP) – CSC015012823
- Amazon Web Services Networking Specialty (AWS)
- Palo Alto Networks Certified Network Security Expert (PCNSE)