

Poojitha Doreti

Network Engineer

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SUMMARY

Network Engineer with **5+ years of experience** across **enterprise networking, Zero Trust, SASE, network security, and telecom infrastructure**. Progressed from supporting MPLS/WAN, routing, NOC operations, and access networks at **BSNL** to engineering **Zscaler ZIA/ZPA**, Palo Alto, identity, branch security, observability, and automation at **Zscaler**. Brings strong technical ownership, structured problem solving, and cross-functional collaboration across network, security, cloud, and application teams, with hands-on experience improving secure access, service reliability, and operational efficiency in production environments.

SKILLS

Zero Trust & SASE: Zero Trust Architecture, ZTNA, SASE, ZIA, ZPA, ZCC, Zscaler Branch Connector, Zero Trust SD-WAN, App Connectors, Application Segments

Network Security & Firewalls: Palo Alto NGFW, Panorama, GlobalProtect, Prisma Access, Cisco Firepower FTD/FMC, Firewall Policy Management, Network Segmentation, SSL/TLS Inspection, VPN, IPsec

Identity, DNS & Application Services: Cisco ISE, Microsoft Entra ID, Okta, Infoblox, DHCP, IPAM, F5 BIG-IP

Routing & WAN: TCP/IP, MPLS, BGP, OSPF, VRF, VLANs, WAN, GRE, Routing Convergence, Branch Connectivity

Monitoring & Troubleshooting: ZDX, Cloud Path, Web Probes, RUM, Network Intelligence, NMS, SNMP, Syslog, Wireshark, Packet Capture, Latency Analysis, Packet Loss Analysis

Automation & IaC: Python, Ansible, Terraform, Netmiko, Zscaler OneAPI, REST APIs, Git

Telecom & Operations: FTTH, GPON, OLT, ONT, NOC, RCA, SLA, MTTR, Incident Management, Change Management, Service Assurance, Production Cutovers, ServiceNow

EXPERIENCE

Network Engineer | Zscaler

Jan 2025 – Present | USA

- Engineers enterprise **Zero Trust** access using **ZPA, ZIA, ZCC**, and **App Connectors**, migrating selected **GlobalProtect** VPN dependencies and reducing legacy remote-access reliance by 15% across assigned production environments for users.
- Configures **Application Segments** and **firewall policies** across **ZPA, Palo Alto NGFW, Panorama, Cisco Firepower FTD/FMC**, and **network segmentation**, aligning controls with **least-privilege requirements** during production changes.
- Integrates **Cisco ISE, Entra ID, Okta, Infoblox DNS/DHCP/IPAM**, and basic **F5 BIG-IP administration** across 8+ environments, resolving **identity, name-resolution**, and application-delivery dependencies through migrations and cutovers.
- Coordinates migrations for 6+ branch locations through **Branch Connector, Zero Trust SD-WAN, SASE, GRE, IPsec**, and **Prisma Access** coexistence, aligning **Network, Security, Cloud**, and **Application** teams through phased production cutovers.
- Diagnoses business-critical application performance with **ZDX, Cloud Path, Web Probes, RUM**, and **Network Intelligence**, isolating **latency, packet loss, DNS, TLS**, endpoint, ISP, firewall, and application faults 18% faster during incidents.
- Automates **Zero Trust** operations using **OneAPI, REST APIs, Python, Terraform, Git**, and **ServiceNow**, reducing validation effort by 20% through **connector checks, policy validation, reporting, change-control workflows**, and governance.

Network Engineer | BSNL

Jan 2019 – Dec 2022 | India

- Supported 60+ **FTTH/GPON** endpoints using **TCP/IP, VLANs, OLT/ONT, DHCP, DNS**, and **NMS**, resolving subscriber connectivity issues and improving access-network fault restoration by 12% across assigned service areas.
- Troubleshoot 20+ enterprise **WAN** circuits using **MPLS, OSPF, BGP, VRF**, and **Wireshark**, restoring branch connectivity, validating routing stability, and maintaining service performance within established **SLA** expectations.
- Monitored routers, switches, uplinks, and access devices through **NMS, SNMP**, and **Syslog**, identifying packet loss, interface failures, latency, and congestion while reducing delayed technical escalations by 10%.
- Resolved network incidents through **fault isolation, RCA, SLA tracking**, and **MTTR analysis**, coordinating **NOC**, transmission, field, and core teams to restore affected services and prevent recurring operational issues.
- Validated primary and backup **WAN** paths using **routing convergence, change management**, configuration backups, and post-change checks, maintaining service continuity during planned maintenance and minimizing avoidable connectivity disruptions.
- Automated recurring network checks using **Python, Ansible, Netmiko, Linux**, and **SSH**, reducing manual operational effort by 15% through configuration backups, log parsing, health validation, and standardized reporting workflows.

EDUCATION & CERTIFICATIONS

Master of Science in Computer Science

Jan 2023 – Dec 2024

Lamar University, Beaumont, TX

- CompTIA Network+
- Cisco Certified Network Associate (CCNA)