

Uday Ganesh Gundemeda

Marietta, Georgia, United States | gundemedaudayganesh@gmail.com | (943) 266-7540 | [linkedin.com/in/uday-ganesh-gundemeda-a42269417](https://www.linkedin.com/in/uday-ganesh-gundemeda-a42269417)

EDUCATION

Trine University

Master of Science, *Information Science*

Aug 2023 - Dec 2024

GPA: 3.3/4.0

vignan's lara institute of technology and sciences

Bachelor of Technology, *Mechanical Engineering*

Jun 2016 - May 2020

GPA: 3.4/4.0

SKILLS

Networking Protocols & Standards: 3GPP Standards Compliance, TCP/IP, VLANs, STP, Inter-VLAN Routing, Static & Dynamic Routing (OSPF, BGP, EIGRP, HSRP), DHCP & DNS Services, IS-IS, IGMP, PIM

LAN/WAN & Wireless Infrastructure: Cisco Switching & Routing (LAN/WAN), Wireless Controllers & Access Points, LAN/WAN Network Installation & Support, Wireless Networking, Juniper, Aruba, VMware

Network Security & Compliance: Network Security Best Practices (ACLs, Segmentation), Palo Alto Firewall Configurations, Network Security, Network Compliance, Virtual Private Cloud (VPC), AWS/Azure Cloud Networking

Monitoring, Troubleshooting & Incident Management: Network Monitoring: SNMP, ICMP, Syslog, Network Troubleshooting & Outage Response, Incident & Root Cause Analysis (RCA), Change Management & Scheduled Maintenance, Ticketing Tools: ServiceNow

Hardware, Cabling & Documentation: Network Hardware Installation & Cabling (Copper/Fiber), Network Documentation & Diagrams (Microsoft Visio), Network Asset Management

Automation & Analysis Tools: Network Automation, Wireshark, Python, Ansible, Git

WORK EXPERIENCE

Adobe | Network Engineer

Feb 2025 - Present

- Ensure high availability for mission-critical applications by supporting enterprise Cisco network infrastructure including switches, routers, wireless access points, and security devices.
- Prevent service disruptions by monitoring network performance and availability with SNMP, ICMP, and Syslog, actively detecting outages and performance degradation.
- Restore network services within SLA targets by troubleshooting TCP/IP, VLANs and VLAN Trunking, STP, routing, and wireless access issues.
- Maintain 24/7 network reliability by responding to incidents on-call and assisting with root cause analysis.
- Minimize operational impact by performing network planning, configuration changes, and upgrades during evenings and weekends.
- Validate new network hardware, software, and configurations prior to production deployment through rigorous testing.
- Minimized network downtime and ensured seamless connectivity by actively installing, replacing, and thoroughly testing switches, routers, and wireless access points across production environments.
- Enhanced enterprise communication by deploying, configuring, and supporting VoIP solutions, including call management and troubleshooting, to ensure seamless and reliable voice services.
- Resolved complex L2 and L3 technical and network incidents, ensuring minimal downtime by diagnosing and addressing infrastructure and connectivity issues.
- Configured secure cloud networking environments using Virtual Private Cloud (VPC) and NAT Gateways to enable controlled and secure internet access.
- Supported mission-critical operations within data center and hospital environments, ensuring continuous system availability and zero service disruption.
- Ensured uninterrupted enterprise voice services by maintaining, troubleshooting, and optimizing Cisco routers, switches, and VoIP platforms within the corporate network infrastructure.

- Maintained continuous, reliable 24/7 enterprise communication by supporting and optimizing Cisco Unified Communications platforms, including Cisco Call Manager and Cisco Unity, ensuring seamless collaboration across teams.
- Ensured consistent, high-performance connectivity for critical enterprise applications by actively supporting, configuring, and troubleshooting Cisco routers, switches, wireless controllers, and SD-WAN infrastructure.
- Resolved complex network issues by configuring and troubleshooting VTP, VLANs, OSPF/BGP routing protocols, VPNs, and TCP/IP networks, while monitoring performance metrics to maintain optimal uptime and connectivity.
- Supported SIP-based VoIP and SIP trunking infrastructure ensuring high availability of voice services.
- Integrated VOIP systems into daily operations, enhancing communication efficiency and supporting business connectivity.
- Integrated Linux, Unix, and macOS expertise into daily operations by managing system environments, troubleshooting issues, and supporting cross-platform infrastructure.
- Improved network reliability and security by leading incident response, conducting root cause analysis, and implementing configuration updates, firmware upgrades, and preventive maintenance.

Infosys | Associate Network Engineer

Jun 2020 - Jul 2023

- Prevented service issues by monitoring network performance via SolarWinds, Cisco Prime, and Stealthwatch, implementing active remediation.
- Streamlined IT consolidation and migrations by executing healthcare system integration, legacy decommissioning, and Cisco ACI-based upgrades including APIC, fabric switches, and CIMC management.
- Strengthened global operations by designing WAN, LAN, wireless, SD-WAN, and security infrastructure across R&D centers, manufacturing, and corporate offices.
- Enhanced network efficiency by engineering WAN optimization and SD-WAN solutions using Cisco and Riverbed technologies.
- Enabled smooth M&A integration by directing routing design, NAT planning, and secure connectivity for overlapping IP spaces.
- Secured enterprise connections by configuring and troubleshooting IPsec VPNs and threat prevention on Palo Alto firewalls.
- Resolved complex technical issues by coordinating with Cisco TAC and OEM vendors for escalations.
- Ensured uninterrupted application availability by delivering active day-to-day operational support and maintenance for enterprise Cisco LAN, WAN, and wireless networks, optimizing performance and reliability.
- Maintained reliable enterprise connectivity by actively supporting, configuring, and troubleshooting routers, switches, wireless controllers, and firewalls across LAN/WAN infrastructure, ensuring seamless network performance.
- Optimized network routing and switching by configuring OSPF, BGP, VTP, VLANs, STP, and EtherChannel for both planned and emergency changes, ensuring minimal downtime and high-performance network operations.
- Improved wireless performance by managing WLCs, APs, SSIDs, RF tuning, and firmware upgrades.
- Reduced network downtime by performing L2 troubleshooting, hardware replacements, IOS upgrades, and module installations on Cisco routers and switches, ensuring continuous and reliable connectivity.
- Maintained network stability by configuring and managing VLANs, trunking, STP, IP addressing, and routing protocols on Cisco devices, ensuring reliable and high-performance network operations.
- Identified outages and performance degradation by monitoring network health using SNMP, ICMP, and Syslog.
- Restored services within SLA timelines by promptly responding to network incidents and service requests, troubleshooting hardware and software issues, and ensuring minimal disruption to business operations.
- Minimized operational impact by supporting network hardware installations, upgrades, and maintenance, while providing on-call support during scheduled windows to ensure seamless network performance.
- Supported operational improvements by assisting in network infrastructure planning and implementing approved configuration changes in coordination with senior engineers.
- Provided IT support for desktops, laptops, and endpoint devices across global offices, configuring and troubleshooting LAN/WAN networks, VPNs, switches, routers, and wireless access points.

- Managed physical and virtual server environments and cloud server environments, supporting infrastructure build-out and Day 1 onboarding for new employees and business teams.
- Developed and tested backup and disaster recovery procedures, conducting system audits and vulnerability assessments to ensure corporate security policy compliance.