

Shashank Thirunahari

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SUMMARY

Results-driven Network Engineer with 5+ years of experience delivering secure, scalable, and highly available enterprise infrastructure across cloud and on-premises environments. Specialized in **Azure Cloud, Azure Virtual Desktop (AVD), Cisco networking, Windows Server, Active Directory, ServiceNow, and PowerShell**, with hands-on expertise in **network engineering, infrastructure automation, ITSM, and performance optimization**. Recognized for reducing incident resolution times, improving operational efficiency, and enhancing service reliability through data-driven monitoring, automation, and continuous infrastructure improvements.

SKILLS

- **Networking:** TCP/IP, DNS, DHCP, LAN/WAN, VLANs, VPN, Routing & Switching, Network Segmentation, Network Security, Cisco Networking, Network Performance Monitoring, Hybrid Networking
- **Cloud & Virtualization:** Microsoft Azure, Azure Virtual Desktop (AVD), Azure Virtual Networks (VNETs), Azure VPN Gateway, Azure Active Directory (Azure AD), FSLogix, VMware vSphere, Virtual Machines
- **System Administration:** Windows Server 2016/2019, Active Directory (AD DS), Group Policy (GPO), Organizational Units (OUs), NTFS Permissions, File & Print Services, User & Access Management, Role-Based Access Control (RBAC)
- **IT Service Management:** ServiceNow (Incident, Change, Problem & Request Management), ITIL Framework, SLA/OLA Management, Root Cause Analysis (RCA), Change Management, Incident Management, Service Request Management
- **Monitoring & Infrastructure:** SolarWinds, Nagios, Windows Event Viewer, Infrastructure Monitoring, Performance Monitoring, Event Analysis, Capacity Planning, Operational KPI Tracking, Service Availability Management
- **Microsoft 365:** Exchange Online, Outlook, Microsoft Teams, SharePoint Online, OneDrive, Mailbox Administration, Distribution Groups
- **Automation & Scripting:** PowerShell, Process Automation, Administrative Scripting, Log Collection, Health Check Automation
- **Reporting & Analytics:** ServiceNow Performance Analytics, Power BI, Microsoft Excel (Pivot Tables, VLOOKUP, Reporting Dashboards), Incident Trend Analysis, SLA Reporting, Dashboard Development
- **Operating Systems:** Windows Server, Windows 10/11
- **Methodologies:** ITIL v3, Technical Documentation, Knowledge Base (KB) Development, Standard Operating Procedures (SOPs), Cross-Functional Collaboration

WORK EXPERIENCE

Network Engineer, CVS Health

Jan 2025 – Present

- Implemented **enterprise network solutions** supporting healthcare applications by collaborating with cloud, security, and infrastructure teams to improve network resiliency, reduce mean time to repair (MTTR), and enhance service availability.
- Configured and maintained **Cisco-based LAN/WAN infrastructure**, including routing, switching, VLANs, VPN connectivity, and network security policies, ensuring reliable communication across distributed enterprise locations.
- Supported **Azure hybrid networking** by integrating **Virtual Networks (VNETs), VPN Gateway, Azure Active Directory, and Azure Virtual Desktop (AVD)** connectivity with on-premises infrastructure, enabling secure access for remote healthcare users.
- Utilized **ServiceNow** to manage **Incident, Change, and Problem Management** processes, performing **Root Cause Analysis (RCA)** for critical network events while maintaining **98%+ SLA compliance** and improving operational efficiency through standardized change practices.
- Developed operational dashboards and technical documentation using **ServiceNow Performance Analytics, Power BI, and Advanced Excel**, providing visibility into network health, incident trends, capacity planning, and operational KPIs to support continuous infrastructure improvements.

Network & IT Support Engineer, HCL Tech

Mar 2020 – Nov 2023

- Administered **Windows Server 2016/2019** infrastructure, managing **Active Directory (AD DS), Group Policy (GPO), DNS, DHCP, File & Print Services**, and **NTFS permissions**, maintaining **99.5% system availability** across enterprise environments.
- Performed advanced troubleshooting of **Windows Server, TCP/IP, DNS, DHCP, VPN, RDP, and LAN/WAN** connectivity issues, resolving **15–20 production incidents weekly** while consistently meeting SLA targets.
- Managed **Active Directory** administration, including **user provisioning, security groups, Organizational Units (OUs), Group Policy deployment, password policies, and role-based access control (RBAC)** for over **300 enterprise users**.
- Monitored server performance, infrastructure health, and application availability using **SolarWinds, Nagios, and Windows Event Viewer**, performing **Root Cause Analysis (RCA)** to proactively resolve performance bottlenecks and system failures.
- Administered **VMware vSphere** virtual machines, supporting server provisioning, resource allocation, snapshot management, and routine maintenance to ensure optimal infrastructure performance and availability.
- Automated routine administrative tasks using **PowerShell** for user management, log collection, health checks, and maintenance activities, while managing incidents, service requests, and change records in **ServiceNow** and **Jira** under **ITIL** best practices.

EDUCATION

Master of Science — Computer and Information Sciences | Southern Arkansas University, USA

2025

Bachelor of Engineering — Computer Science | Chaitanya Bharathi Institute of Technology (CBIT), India

2021