

# Roshini korada

South Plainfield, New Jersey, United States | [roshinikorada01@gmail.com](mailto:roshinikorada01@gmail.com) | (475) 201-8267 | [linkedin.com/in/roshinikorada](https://www.linkedin.com/in/roshinikorada)

## PROFESSIONAL SUMMARY

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Enterprise IT Support Engineer with 3+ years of experience delivering Level 1/2 support for desktops, laptops, and mobile endpoints while managing LAN/WAN, firewall, VPN, and wireless infrastructure across multi-site enterprise and branch environments. Hands-on with Cisco routing and switching, including VLANs, STP, EtherChannel, HSRP/VRRP, OSPF, BGP, TCP/IP, DNS, DHCP, NAT, and ACLs. Experienced with Fortinet, Palo Alto, and Cisco ASA firewalls, including policy changes, NAT/PAT, IPsec site-to-site VPNs, remote access VPNs, and IDS/IPS controls. Skilled in infrastructure management, server patch management, and network monitoring using SolarWinds, PRTG, Wireshark, SNMP, Syslog, and NetFlow to investigate connectivity, latency, packet loss, and routing issues. Practical experience using Python, PowerShell, Netmiko, NAPALM, and Ansible for configuration backups, standardization, validation, and repetitive network operations.

## EDUCATION

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### Sacred Heart University

Dec 2025

Master of Science (MS), *computer science*

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Apr 2023

Bachelor of Technology (B.Tech.), *Electrical and Electronics Engineering*

## SKILLS

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**TECHNICAL SKILLS:** IT Support & Operations: Level 1/2 Support, Desktops, Laptops, Android Devices, iOS Devices, Zebra Printers, Endpoint Management, ITIL Frameworks, Incident/Problem/Change Management, On-Call Support, Infrastructure Management: LAN/WAN Networks, Switches, Routers, Firewalls, Wireless Access Points, Physical/Virtual/Cloud Server Environments, Server Patch Management, Backup & Disaster Recovery, Routing & Switching: TCP/IP, IPv4/IPv6, VLANs, Trunking, STP/RSTP, EtherChannel, HSRP, VRRP, OSPF, BGP, IS-IS, EIGRP, Static Routing, Route Redistribution, Route Maps, ACLs, NAT/PAT, DNS, DHCP, SNMP, QoS, WAN & SD-WAN: Cisco Meraki SD-WAN, MPLS, Dual-ISP Connectivity, WAN Failover, IPsec Tunnels, Branch Connectivity, Network Security: Fortinet FortiGate, Palo Alto NGFW, Cisco ASA, Firewall Policies, NAT/PAT, IDS/IPS, IPsec VPN, Site-to-Site VPN, Remote Access VPN, Wireless & NAC: Aruba Central, Aruba ClearPass, Aruba APs, Cisco WLC, Cisco Meraki Wireless, 802.1X, RADIUS, WPA2/WPA3-Enterprise, SSID/VLAN Mapping, RF Troubleshooting, Roaming, Guest/BYOD Access, Linux & Network Troubleshooting: Linux, SSH, Bash, tcpdump, iproute2, ss/netstat, traceroute, ping, dig/nslookup, Log Analysis, Packet Capture, DNS/Routing Troubleshooting, Monitoring & Troubleshooting: SolarWinds, PRTG, Wireshark, Cisco Prime, SNMP, Syslog, NetFlow, Zabbix, Nagios, Packet Analysis, Root Cause Analysis, Automation & Scripting: Python, PowerShell, Netmiko, NAPALM, Ansible, Bash, YAML, REST APIs, Git, Cloud & Platforms: AWS VPC, Transit Gateway, Site-to-Site VPN; Azure VNet, VPN Gateway, NSG; Google Cloud; Cisco IOS/IOS-XE/NX-OS, Windows Server, VMware vSphere

## WORK EXPERIENCE

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### Cisco systems | Network Engineer

Jan 2026 - Present

- Provide Level 1/2 support for desktops, laptops, Android/iOS devices, and other endpoints across the enterprise, handling installation, upgrade, and maintenance of workstation systems and software.
- Configure, maintain, and troubleshoot enterprise LAN/WAN networks, including routers, switches, firewalls, wireless controllers, and multi-site branch connectivity.
- Administer Fortinet firewall policies, NAT/PAT rules, VPN configurations, security reviews, and remediation activities for enterprise environments.
- Linux-based DNS, DHCP, NAT, routing, and connectivity troubleshooting across 50+ branch environments, using CLI tools, logs, packet captures, and SSH-based administration.
- Implemented network segmentation using VLANs, ACLs, and firewall policies to isolate network zones, control inter-VLAN traffic, and improve security across multi-site environments.

- Support IS-IS routing across 20+ branch offices, troubleshooting Level-1/Level-2 adjacencies, route advertisements, interface issues, routing-table discrepancies, and path convergence in multi-site WAN environments.
- Deploy and support site-to-site and remote access VPN connectivity for 1,000+ users, troubleshooting tunnel, routing, NAT, and authentication-related issues.
- Support enterprise wireless infrastructure across 20+ branch locations using Aruba Central, Aruba APs, Cisco WLC, and Meraki, handling AP provisioning, SSID/VLAN configuration, firmware updates, RF/channel validation, and troubleshooting roaming, interference, DHCP/DNS, and client connectivity issues.
- Automate network operations using Python, Netmiko, NAPALM, and Ansible for configuration backups, repetitive configuration changes, pre/post-change validation, compliance checks, and configuration standardization.
- Maintain network diagrams, IP/VLAN documentation, switch-port mappings, change records, and troubleshooting documentation for branch and campus network environments.
- Coordinate with ISPs and internal teams during circuit incidents, maintenance windows, configuration changes, and network issue escalation.

#### **Cisco systems | Network Engineer (Intern)**

Jul 2025 - Dec 2025

- Provided Level 1/2 support for desktops, laptops, and mobile endpoints, resolving workstation and software issues including installation, upgrade, and maintenance of systems.
- Troubleshooting routing, switching, DNS, DHCP, NAT, and connectivity issues using device CLI commands, logs, and packet analysis.
- Supported BGP and OSPF routing changes across 30+ branch offices, including static route redistribution, summarization, and failover validation.
- Assisted with migration and troubleshooting of IPsec VPN connectivity to AWS and Azure, including route and NAT-related issues.
- Diagnosed DHCP scope exhaustion and STP loop issues using Wireshark and Cisco troubleshooting tools and documented corrective actions.
- Supported migration from MPLS to dual-internet/SD-WAN connectivity across multi-site branch environments, troubleshooting BGP route policies, IPsec tunnels, NAT, path redundancy, and ISP failover.
- Supported VLAN segmentation, trunking, EtherChannel, HSRP/VRRP, and MPLS connectivity across 15+ campus networks.
- Used Linux/Bash, Python, Netmiko, and YAML to automate configuration backups and network operations across 450+ devices, reducing repetitive manual effort by 20+ hours per month.

#### **Hexaware Technologies | Junior Network Engineer**

Jan 2022 - Jul 2024

- Provided Level 1/2 support for desktops, laptops, and Zebra printers across 50+ branch locations, resolving endpoint and software issues including installation, upgrade, and maintenance.
- Supported VLAN and WAN segmentation across 50+ branch locations using Cisco IOS, subnetting, static routing, ACLs, and NAT.
- Assisted with Cisco Meraki SD-WAN migration across branch locations, validating site connectivity, routing, and post-change network stability.
- Supported Cisco VoIP and PoE infrastructure across 30+ branch offices, troubleshooting IP phone connectivity, voice VLANs, DHCP, switchport configuration, PoE delivery, and basic call-quality issues.
- Monitored switches and firewalls using SNMP and Syslog, tuned alert thresholds, and investigated recurring availability and performance incidents.
- Supported migration from MPLS to dual-internet connectivity, working with BGP policy filters, route maps, site-to-site tunnels, and path redundancy.
- Contributed to automated configuration backup, BGP, and ACL deployment workflows across 250+ routers using Ansible, Python, and NAPALM, improving configuration consistency and reducing repetitive manual changes.
- Supported DNS, DHCP, NAT, and IP allocation troubleshooting across Windows, Linux, and network infrastructure environments.

- Coordinated with ISPs and internal teams during circuit outages, maintenance windows, and network changes through service restoration and validation.
- Assisted with AWS and Azure VPN connectivity, including IPsec tunnels, route tables, NAT/PAT rules, and secure branch-to-cloud access.

## **CERTIFICATIONS & ACHIEVEMENTS**

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- Cisco certified network associate(ccna) - Cisco