

Shalika Reddy

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PROFESSIONAL SUMMARY

Senior Network Engineer with 5+ years of experience in securing and scaling enterprise networks for banks and healthcare organizations, with deep hands-on IT support and infrastructure management across physical, virtual and cloud environments. My primary strength is Cisco routing and switching, with firewall management across Palo Alto and Fortinet, and increasing hands-on experience with hybrid cloud across AWS, Azure and GCP. Managed a 60-firewall migration with zero downtime Redesigned routing in a multi-vendor environment that reduced incidents by 25% Developed automation using Python, Ansible, and Terraform that decreased deployment time by 40% I'd rather get to the actual root cause, than patch around it. And I'm just as comfortable running with a problem solo as pulling in other teams when it's bigger than me.

SKILLS

Routing & Switching: BGP, MP-BGP, OSPF, EIGRP, IS-IS, MPLS, IP Transport, VXLAN, EVPN, VRF, PBR, QoS, NAT/PAT, ACL, Route Redistribution, Layer 2/3 Switching, VLAN, STP/RSTP/MSTP, vPC/M-LAG, HSRP/VRRP

Platforms: Juniper MX (240, 480, 9600), Cisco 9k, Cisco 7k, Cisco Catalyst, Cisco Nexus, Ciena 5171, Ciena 8180, Adva, Alcatel-Lucent 7210, Alcatel-Lucent 7750, Optical Platforms, ISE, SD-WAN

Security: Palo Alto NGFW/Panorama, Fortinet FortiGate/FortiManager/FortiAnalyzer, Cisco ASA/Firepower/ISE, Zscaler ZIA/ZPA, Zero Trust Architecture, IPSec/SSL VPN, DMVPN, Firewall Policy Management, Change Order QA, Endpoint Security

Cloud: AWS (VPC, Transit Gateway, Direct Connect), Azure (VNet, ExpressRoute), GCP (VPC, Hybrid Connectivity), Multi-Cloud Networking, Hybrid Cloud Architecture, Workload Migration

Operations & Project Management: Python, Ansible, Terraform, Netmiko, REST APIs, Git, CI/CD, Infrastructure as Code, Configuration Management, Network Scripting

App Delivery & Monitoring: F5 BIG-IP (LTM/GTM/ASM/APM), A10, SolarWinds, Splunk, Wireshark, NetFlow, Infoblox/BlueCat, Root Cause Analysis, Capacity Planning, Zabbix, Nagios

Wireless: Cisco 9800 WLC, Aruba, Ekahau Site Survey, 802.1X, RF Planning, Coverage Optimization

ITSM: ServiceNow, Jira, ITIL Framework, Incident Management, Change Management, Problem Management, Standards Documentation, IT Support, Level 1/2 Support, Desktop & Laptop Support, Zebra Printers, Android/iOS Device Support, Shipping & Logistics Tools, Server Patch Management, PowerShell Scripting, Windows Server, Linux Server

WORK EXPERIENCE

Huntington Bank | Senior Network Engineer

Apr 2025 - Present

- Supported data center, campus and hybrid-cloud environments with 150+ branches and 8,000+ internal users, achieving 99.9% uptime with proactive monitoring and performance tuning that identified potential problems before they became outages, including proactive monitoring of BGP convergence and optical signal health.
- Migrated 60 legacy firewalls to Palo Alto & Fortinet platforms with zero unplanned downtime, authored and reviewed all change orders to ensure low-risk cutovers. Panorama and FortiManager centralized policy management, reducing policy deployment time by 30 percent.
- Redesigned Layer 2/3 routing and switching – BGP, OSPF, EIGRP and VRF segmentation with route redistribution in a mixed Cisco, Arista and Juniper environment to ensure resilience against single link or device failures; reducing routing incidents by 25%.
- Designed a spine-leaf data center architecture using Cisco ACI with tenants, VRFs, EPGs and policy contracts which standardized application onboarding and reduced turnaround time from three weeks to five days.

- Implemented Cisco ISE with 802.1X and role-based access control to enforce identity-based network access policies, resulting in 35% reduction in unauthorized access incidents.
- Designed hybrid-cloud connectivity to AWS, Azure and GCP in conjunction with application and cloud teams for ongoing workload migrations, tailoring each connection to workload-specific needs, and managed cloud server environments across physical, virtual and cloud infrastructure.
- Developed Python, Ansible, and Terraform automation replacing manual provisioning workflows, reducing deployment time by 40% and eliminating 25+ hours per month in repetitive work.
- Implemented F5 BIG-IP load balancing for line-of-business applications, including SSL offloading and high availability so application teams could focus on their applications without having to manage traffic distribution.
- Reduce mean-time-to-resolution on critical incidents by 30% by combining SolarWinds, Splunk, and Wireshark monitoring with root-cause analysis, acting as the escalation point for issues that go beyond first-pass resolution.

CVS Health | Network Engineer

Jan 2024 - Mar 2025

- Supported network and security infrastructure for CVS Health's retail pharmacy and healthcare locations. HIPAA compliance was a constant priority, due to the sensitivity of data on the network.
- Managed firewall and edge security policy across 25 campus locations on Palo Alto NGFW/Panorama and Zscaler ZIA/ZPA, actively working on moving the needle on the Zero Trust initiative for the organization rather than status quo. Policy-related access incidents decreased by 20%.
- Configured Cisco ISE - 802.1X, device profiling and Active Directory integration - to control network admission for 3500+ devices. Unauthorized access events dropped 25% when identity-based access control was implemented.
- Managed Site-to-Site VPN, IPSec, and DMVPN tunnels for 18 remote campuses. - Standardized troubleshooting process for tunnel and routing issues. - Reduced MTTR by 25%.
- Automated configuration backups, compliance audits, and routine administrative tasks using Python and Ansible, saving roughly 20 hours of manual effort per month.
- Used Cisco DNA Center to standardize device staging and image management across 300+ switches and routers, cutting deployment time by 30% while improving configuration consistency.
- Investigated recurring network outages using SolarWinds, Splunk, and Wireshark, focusing on root-cause resolution rather than symptom patching — reducing repeat incidents by 25%.
- Conducted Ekahau wireless site surveys across 15 facilities to identify coverage gaps and interference sources, cutting Wi-Fi complaint tickets by 35%.
- Provided Level 1/2 support for desktops, laptops, Android and iOS devices, and other endpoints across retail locations, resolving workstation and software issues including installation, upgrade, and maintenance of systems.

Synoptek India Pvt Ltd | Network Engineer

Jul 2020 - Dec 2022

- Supported enterprise LAN/WAN networks across 20 sites, keeping things running through steady monitoring and getting ahead of problems before they escalated.
- Redesigned BGP/OSPF routing and route redistribution between the enterprise and data center networks. Inconsistent redistribution rules were causing incidents, so cleaning that up was the priority.
- Reconfigured Cisco Catalyst/Nexus switching — VLANs, RSTP, PVLANS, vPC — to shore up Layer 2 availability and cut down on switching-related downtime.
- Diagnosed packet loss, latency issues, and TCP session problems through Wireshark packet analysis. Preferred finding the actual cause over just restarting devices and hoping it stuck.
- Kept MPLS WAN circuits across a dozen locations meeting SLA targets by staying on top of carrier issues and planning capacity ahead of time instead of scrambling after circuits filled up.
- Deployed Cisco DNA Center for zero-touch provisioning and policy-based micro-segmentation, which took a lot of manual work out of standing up new devices.

- Kept DHCP failover and DNS running across Windows Server and Cisco IOS — IP allocation stayed reliable enough that it wasn't something the team had to think about.
- Documented troubleshooting procedures and provided knowledge materials for end-users, supporting day-to-day operational processes and shipping and logistics tools used across the enterprise.

CERTIFICATIONS & ACHIEVEMENTS

- CCNP - Cisco
- CCNA - Cisco
- PCNSE - Palo Alto

EDUCATION

Webster University

Master of Science, *Information Technology Management*