

Sai Ganesh V

saiganeshv56@gmail.com | (940) 407-4361 | [linkedin.com/in/saiganesh30](https://www.linkedin.com/in/saiganesh30)

PROFESSIONAL SUMMARY

IT Support / Infrastructure Engineer with 5+ years supporting enterprise endpoints and core network services across campus and data-center environments. Deliver Level 1/2 support for **desktops, laptops, Android devices, iOS devices**, and peripherals, owning incident-to-resolution workflows, end-user communications, and knowledge documentation. Experienced deploying and managing Windows/Linux servers and Azure-hosted infrastructure, with Python-driven automation for health checks, patching validation, and log-based triage. Comfortable operating in **ITIL Frameworks** (Incident/Problem/Change) and **Agile project management / Scrum** to deliver reliable Day 1 onboarding and ongoing support at scale.

SKILLS

Programming Languages: Python, Bash, SQL

Frameworks & Libraries: Ansible, Netmiko, NAPALM, Puppet, Django

Databases: PostgreSQL, MySQL

Routing & Switching: Cisco IOS-XR, Cisco NX-OS, Arista EOS, BGP, OSPF, IS-IS, HSRP, VRRP, Juniper SRX, SD-WAN (Cisco Viptela), Arista, F5 BIG-IP (LTM/GTM), Cisco Catalyst Series, Nexus

IP Services & Networking Protocols: TCP/IP, IPv4, IPv6, DNS (BIND), DHCP (ISC DHCP), NAT/PAT, ACLs, QoS, RIP, MPLS, DMVPN, IPsec, VLAN, STP, VXLAN, VMWare ESXi

Tools & Software: VS Code, Wireshark, Postman, Git, Linux, Windows, Splunk, Terraform, ServiceNow (ITSM), Microsoft Intune (Endpoint Manager), Jira, Confluence, PowerShell, Zabbix, Nagios

Soft Skills: Incident handling, Collaboration, Change management, Root cause analysis, Resource management, Customer support, Documentation / knowledge base writing, Working under pressure, On-call support

WORK EXPERIENCE

Key Bank | Network Engineer

Jul 2025 - Present

- Provide **Level 1 support / Level 2 support** for **desktops, laptops**, conferencing peripherals, and enterprise endpoint software; triage tickets, reproduce issues, and drive incidents to resolution with clear user communications
- Deploy and integrate Catalyst 9300 and 9410 switches using Cisco DNA to streamline network provisioning and reduce configuration errors; coordinate maintenance windows using **change management practices** and rollback plans
- Perform IOS software upgrades on 6509, 4510, 3750 switches and Cisco ASR routers to achieve Cisco ISE compatibility, enhancing network security and reducing downtime; align execution to **ITIL Frameworks** (Incident/Problem/Change)
- Implement Azure Application Gateway, Azure Load Balancer, and Web Application Firewall (WAF) to improve application availability and secure Layer 7 traffic; support Azure-based service onboarding for internal teams
- Support mobile endpoints including **Android devices** and **iOS devices** (enrollment, connectivity, VPN/Wi-Fi troubleshooting, policy compliance) and coordinate replacements/repairs
- Administer print and label workflows including **Zebra printers**; troubleshoot driver/queue issues, connectivity, and calibration to keep operational teams productive
- Guide associates on day-to-day operational processes and **shipping and logistics tools** (label creation, scanning/printing workflows, and common workstation issues) to reduce fulfillment delays
- Build and manage Windows and VMware virtual and cloud infrastructures and integrate them with Cisco ACI, improving resource scalability and simplifying network automation; perform patching and system updates across environments
- Configure and monitor Arista EOS switches, enabling reliable enterprise network operations and continuous performance analysis
- Configure and optimize Layer 2 and Layer 3 features on Aruba OS-Switches, improving network performance and reliability across office and warehouse networks
- Use Wireshark to analyze TCP, UDP, HTTP, and DNS traffic, quickly identifying communication patterns and diagnosing network anomalies, which speeds up issue resolution
- Implement VXLAN with BGP EVPN on Nexus switches to extend Layer 2 domains over Layer 3 networks, ensuring connectivity for distributed applications and resources
- Develop F5 iRules scripts on the BIG-IP i4000 platform to customize traffic processing, enhancing traffic handling efficiency for complex flows
- Create Python automation scripts for endpoint/network health checks, configuration validation, log analysis, and proactive risk detection, reducing manual effort and enabling early issue identification

- Participate in an on-call rotation for infrastructure and endpoint escalations; troubleshoot complex routing and connectivity issues across TCP/IP, IPv4/IPv6, DNS, and DHCP environments to restore service quickly

Cisco Systems | Network Consulting Engineer – II

Aug 2020 - Jun 2023

- Delivered **Level 2 support** for enterprise users and IT operations during high-risk maintenance windows; executed Methods of Procedure (MOPs) for Cisco Catalyst, Nexus, and ASR platforms, achieving a 98% first-pass success rate with minimal service disruption
- Provided escalation support for endpoint connectivity (wired/wireless/VPN), certificate/SSO access, and critical user-impacting incidents; documented troubleshooting steps and contributed to internal knowledge articles
- Configured, upgraded, and supported Cisco Catalyst (2960-9500), Nexus (3K-9K), and ASR routers and switches using Netmiko and Python automation scripts, which streamlined deployment processes and improved overall network reliability
- Performed software upgrades, configuration changes, and hardware lifecycle activities on Cisco IOS-XE and NX-OS platforms while ensuring network stability and compliance with **ITIL Frameworks** and service level expectations
- Ran Incident/Problem workflows: captured symptoms, identified blast radius, performed root cause analysis, and drove corrective actions through Change with risk/rollback planning
- Troubleshoot complex Layer 2 and Layer 3 enterprise networking issues (OSPF, BGP, EIGRP, HSRP, STP, EtherChannel, VLANs, VRFs, route redistribution) across campus and data-center environments, restoring normal service within the defined SLA
- Diagnosed packet loss, routing convergence, and intermittent connectivity problems by analyzing routing tables, interface statistics, BGP neighbor relationships, and MPLS paths, then coordinated with service providers to restore full connectivity and stabilize network performance
- Performed deep packet analysis using Wireshark to investigate TCP/IP communication, latency, retransmissions, MTU mismatches, DNS failures, and application connectivity issues, accurately distinguishing network faults from application-level problems, which reduced mean time to resolution for network incidents
- Supported dual-stack IPv4/IPv6 enterprise environments by troubleshooting routing inconsistencies, prefix filtering, route-map policies, neighbor establishment, and protocol advertisements, ensuring continuous network connectivity for both IP versions
- Performed advanced break-fix troubleshooting on Cisco Catalyst, Nexus, and ASR platforms by resolving routing failures, QoS misconfigurations, ACL conflicts, spanning-tree events, and interface-related issues, restoring service availability and preventing extended outages
- Configured and maintained Cisco ASA firewalls, implementing NAT, ACLs, VPN connectivity, and security policies to support secure enterprise communications, which strengthened the organization's security posture and reduced unauthorized access incidents
- Supported F5 BIG-IP Local Traffic Manager (LTM) environments by configuring virtual servers, pools, health monitors, SSL profiles, persistence methods, and traffic management policies to ensure high application availability, resulting in improved user experience and reduced application downtime
- Implemented Cisco Identity Services Engine (ISE) integration with Active Directory, enabling centralized authentication, authorization, and network access control, which streamlined user onboarding and reduced access-related support tickets
- Configured Arista EOS switches in multi-vendor enterprise environments and validated interoperability with Cisco Catalyst and Nexus platforms, ensuring network stability and eliminating configuration conflicts
- Deployed and maintained Cisco Nexus switches, vPC, VXLAN EVPN, Layer 2 extensions, and BGP EVPN fabrics, providing a resilient data-center fabric that supported high-availability applications and reduced latency
- Monitored system and network health via SNMP/Syslog and monitoring platforms; tuned alerting and operational dashboards to improve signal-to-noise and speed triage
- Developed Python automation scripts to parse Syslog, SNMP traps, and operational logs, reducing duplicate alerts, improving incident triage, and accelerating troubleshooting workflows
- Automated network configuration validation and operational tasks using Python and Ansible, improving deployment consistency and reducing manual effort across enterprise environments
- Partnered cross-functionally in **Agile project management** / **Scrum** ceremonies (backlog grooming, sprint planning) and supported **resource management** for change windows and incident swarms
- Led the preparation of technical implementation plans, risk assessments, rollback procedures, and post-implementation validation for production network changes, enabling smooth change execution and preventing service disruptions

Cisco Systems | Network Consulting Engineer

Jan 2020 - Jun 2020

- Built a Splunk-based service-desk monitoring and alerting solution for infrastructure and endpoint signals, enabling remote operational visibility and automated remediation workflows, reducing manual effort by 35% and improving incident response time by 20%

- Provided **Level 1 support** triage for user-reported connectivity and workstation issues; collected diagnostics, validated fixes, and escalated with clear reproduction steps and logs
- Assisted in validating and troubleshooting OSPF and BGP routing across lab and enterprise environments, performing configuration verification and protocol testing, which helped maintain network stability and reduced routing-related incidents
- Assisted in executing planned network changes by validating configurations, following MOPs, and verifying rollback procedures under senior engineer supervision, which ensured changes were implemented without service interruption
- Developed Python scripts to automate log parsing, reporting, and routine operational tasks, improving monitoring efficiency and reducing manual effort
- Supported troubleshooting of Layer 2 and Layer 3 network incidents involving routing, switching, and connectivity issues, and contributed to root cause analysis documentation that accelerated issue resolution
- Assisted senior engineers on major incident calls by analyzing logs with Bash and reviewing DNS (BIND) configurations, then completed post-incident follow-ups, which helped resolve issues more quickly and improve service reliability

EDUCATION

University of North Texas
Masters, *Advanced Data Analytics*

Aug 2023 - May 2025
GPA: 3.9

CERTIFICATIONS & ACHIEVEMENTS

- Cisco Certified Network Professional (CCNP) - Cisco
- Cisco Certified Network Associate (CCNA) - Cisco