

Rohit Jamwal

Professional Services Specialist

An enterprising professional with extensive experience of **over 10 years** in **IT Infrastructure, Cloud Computing and Transition Management**, targeting senior level assignments with an organization of high repute

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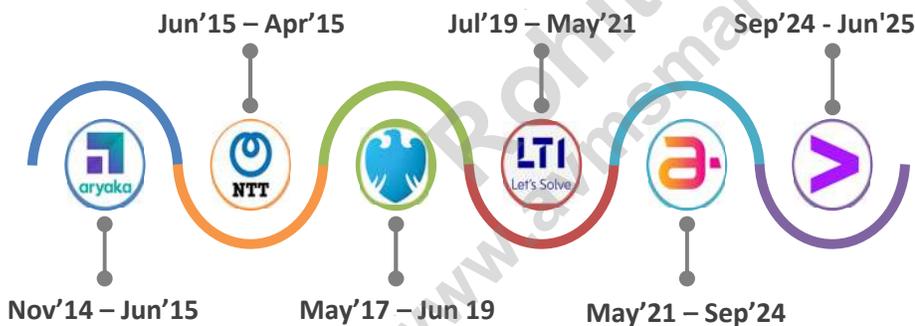
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PROFILE SUMMARY

- Highly motivated **technocrat** with expertise in **end-to-end IT infrastructure and solution delivery**. Demonstrated expertise in achieving timely completion of project tasks.
- Insightful professional with a proven track record of **exceeding customer expectations**. Collaborates with stakeholders to **implement IT solutions that optimize business outcomes**. Skilled in consulting, needs analysis, installation, configuration, integration, and service optimization. Delivers high-quality outputs and achieves maximum user satisfaction.
- Proven track record in implementing **cloud solutions**, optimizing infrastructure, and enhancing scalability while aligning with organizational goals.
- Expertise in concepts of **end-to-end project implementation and delivery**.
- Experienced in overseeing the process of change within organizations, ensuring that transitions are smooth and effectively managed.
- Effectively managed multi-tower transitions, leading a team of 25 including SME's and Project Managers to streamlined the handover process to operations team starting from pre-transition activities to Operational readiness/Go-Live.

CAREER TIMELINE



WORK EXPERIENCE

Security Delivery Associate Manager Nov'21 – July'3
Accenture Solutions Private Limited, Noida

Key Result Areas:

- Lead the implementation and delivery of Security Services projects, leveraging our global delivery capability (method, tools, training, assets).
- Responsible for ensuring the successful execution of Security projects and managing the delivery team.
- Overseeing project implementation, collaborating with multiple teams, making key decisions, and providing solutions to problems for your team and across multiple teams.
- Risk Management, People Management, Knowledge Management, KT-Planning, Governance and Risk Management
- Leadership calls to presentation Monthly and Weekly Reports of Transition

CORE COMPETENCIES

IT infrastructure Management

IT Solution Delivery

Network Security

Web Application Firewall

Configuration Management

Cloud Integration

People Management

Network Infrastructure

Knowledge Management

Risk and Governance

Team Building & Leadership

TECHNICAL SKILLS

Networking | OSPF | BGP | EIGRP | TCP/IP | Postman | SD-WAN | Firewalls | OSS/BSS | CCIE Security | Python | Kubernetes | Ansible | CI/CD | API | Docker | POC | KVM | NFV Orchestration | Virtualization | Azure | AWS | Helm | IAM | GIT | OpenStack | MPLS | Linux | TMF | 3GPP | Spanning-tree | IPsec | SSL | PKI | Terraform | ACL | NAT | LTM | GTM | VRF | MPLS | VNF | CNF | vCPE | Akamai WAF

CERTIFICATION

Cisco Certified Internetwork Expert – Security, 2014

EDUCATION

MBA (Marketing and IT)
University of Jammu
2010

BCA
University of Jammu
2007

Amdocs Development Center India LLP, Pune

Key Result Areas:

- Manage **Day 0, Day 1, or Day 2** configuration by setting expectations and meeting expectations to achieve the highest level of customer happiness.
- Documentation & Creating **SOP/MOP** for standard methodologies for team scale up.
- Understanding clients' needs, requirements and expectations and devising solutions accordingly.
- Meeting **deadlines and Turn-Around-Time** without compromising quality norms and adhering to SLA.
- Collaborate with peers and multi-functional teams like **TAC / BU**
- **Builds simulated networks in test labs to resolve problems and compatibility issues.**
- Based on project requirements, consult and work with customers and stakeholders to plan, design, install, configure, integrate and/or optimize services to accelerate business outcomes
- Continuously learning and strengthening technical skills for relevant technical domain and adjacent technologies.
- Install, deploy, and configure enterprise solutions for Amdocs customers.
- **Deployed 5G core network with Free5GC/Open5gs, Kubernetes and Helm in Amdocs Lab.**
- **5g network Slicing and 5G core Network Functions (AMF, UPF, SMF etc.)**
- **Experience in deploying AWS (Public Cloud) services – VPC, NAT Gateway, VPC Endpoint, S3, Bastion Host, NAT Instance, VPC Peering, Transit Gateway, Dynamo DB, Lambda etc., Identity Access Management (IAM) etc.**

Highlights:

- Showcased adeptness in delivering compelling customer presentations and spearheading successful **Proof of Concepts (POCs)** to effectively showcase solutions.
- Demonstrated proficiency in creating lab environments using **OpenStack/KVM** and working with virtualization tools such as VMware, enabling efficient testing and development.
- Collaborate with cross-functional teams to ensure successful project delivery within scope, timeline, and budget constraints.
- Hands on experience of security technologies, including VPN, **IPsec, GRE, SVTI, DMVPN, PKI, SSL/TLS** etc.
- Have good understanding of cloud technologies & associated architectures, including **AWS, Azure, OpenStack, GCP**, etc.
- Working technical knowledge of networking technologies, including **TCP/IP, routing protocols, OSPF, BGP, EIGRP, MPLS, switching, LAN, WAN, Load-Balancing, SD-WAN, DHCP, DNS, etc.**
- Hands on experience of **Firewalls** (Palo Alto, Fortinet, Cisco ASA), VPN Technologies.
- Familiarity with network **automation and CI/CD** (e.g., python, Ansible, ZTP, Jenkins, git, docker, K8 or similar)
- Experience with container orchestration solutions (e.g.: OpenShift, Kubernetes)
- Web Application Firewall (WAF): Hands-on experience with Akamai WAF for application-layer security.

Sr. Cloud Engineer

Jul'19 – May'21

Larsen & Toubro Infotech, Oslo, Norway**Key Result Areas:**

- Network Optimization: Continuously assess and optimize the **performance, security, and efficiency** of the global network.
- Effective **Ticket handling, Monitor the queue and maintain regular updates** on the Tickets as per agreed timeline, providing the detailed closure summary on the tickets.
- Ensured compliance with regulatory standards by implementing **robust security measures**, leading to improvement in security posture.
- Delivered end-user support and troubleshooting cloud-based networking challenges in extensive data center environments.
- Excelled at managing firewall policies, inbound/outbound rules and **monitoring network performance.**
- Oversaw the setup and continuous support of physical IT infrastructure in customer facilities.
- Showcased experience in working with **Cloud IaaS platforms such as Azure, AWS, and OpenStack**
- Applied hands-on expertise with networking technologies including **Citrix NetScaler, Cisco Appliances** and more.
- Tackled intricate network issues independently, with exposure to various firewall platforms like **ASA, Checkpoint, F5 LTM, GTM, and Palo-Alto**

Barclays Global Service Centre, Pune

Growth Path:

May'17 – Oct'17: BA-3

Oct'17 – Jun'19: BA-4

Key Result Areas:

- Contributed to the efficient delivery of projects in the **Core Networks area** within the **Connectivity Delivery Center**
- Took responsibility for the **end-to-end delivery of project task**.
- Implement and enforce security best practices to safeguard the network.
- Worked with global teams to achieve **desired project outcomes**.
- Contributed to risk management efforts for successful project execution.
- Ensured compliance with regulatory and mandatory policies.
- Managed Cisco products like Routers and switches Troubleshooting on Cisco IOS, IOS-XR, IOX-XE & NX-OS platforms devices.
- Hands-on experience with **F5 BIGIP LTM/GTMs, Juniper, Checkpoint, Fortinet, and Cisco ASA firewalls**

Engineer - Security Operations

Jun'15 – Apr'17

Virtela Technology Services Incorporated (NTT Global Networks), Mumbai

Key Result Areas:

- Provided operational support for advanced Network Security services and **handled escalations from L1/L2 Engineers**
- Responded to customer calls and efficiently resolved escalated network security issues through trouble ticket management
- Executed necessary changes on Network and Security devices.
- Collaborated with Hardware/Software Vendors to troubleshoot and resolve problems.
- Managed shifts at the **Global Operations Center (GOC)** and facilitated smooth handoffs between different shifts.
- Developed comprehensive maintenance plans for change management review and subsequent implementation.
- Actively participated in various Network and Security projects
- Involve in **change management process** for HW replacement/ Config change/ SW upgrade/ FW Rules management etc.

Network Monitoring Associate

Nov'14 – Jun'15

Aryaka Networks, Bengaluru

Key Result Areas:

- **Collaborated with customers and support teams** to establish IPsec tunnels from customer sites, including those on *Azure, AWS and other cloud services*, to Aryaka Points of Presence (POPs)
- Identified and diagnosed network issues, working closely with customers, engineering teams, vendors and providing timely reports on the problem resolution process.
- Promptly **escalated technical issues** to Technical Leads/Escalation Engineers and diligently followed up until satisfactory closure was achieved.
- Proactively engaged in problem management for critical accounts, **addressing potential network problems** before they led to significant disruptions.
- Regularly implemented network upgrades to bolster performance, security, and reliability
- **Documented network issues** and their solutions in the Knowledge Base for future reference and ensured seamless shift/task handover to the next shift.
- Conducted technical training sessions for team members to enhance their skills and **fostered effective collaboration** across different teams for streamlined operations and problem-solving.

PERSONAL DETAILS

Languages Known

: English and Hindi