

NIKHIL DUNGA

Network Engineer

Experienced Technical Support Engineer with over 4 years of expertise in providing high-level support and troubleshooting across network systems and IT infrastructure. Adept in diagnosing and resolving complex network and system issues, as well as maintaining, configuring, and optimizing network hardware and software. Seeking to leverage my skills and knowledge in network administration, network security, and system troubleshooting in a challenging Network Engineer role.



Phone

9967368374

Email

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Address

Bhayander west, Mumbai, IN

Education

B.COM | Mumbai University | 2019

Skills

Windows, Linux

Escalation Management, Team Collaboration, Customer support

Two-Factor Authentication (2FA), Access Control Lists (ACLs)

OSPF, BGP, NAT, VLANs

TCP/IP, DNS, DHCP, HTTP, VPN

Network Monitoring Tools (Wireshark)

Routers, Switches, Firewalls (Palo Alto)

Courses

Cisco Certified Network Associate (CCNA)

Language

English | Hindi | Marathi

Experience

Technical Support Engineer | SHRO System Pvt Ltd | Mumbai

Client Name- HSBC Bank Pvt LTD | Aug 2022 - Present

- Administered and supported local area networks (LAN) and wide area networks (WAN), ensuring high network availability, reliability, and security for users across multiple sites.
- Executed data backup and disaster recovery protocols, ensuring regular backup of critical systems and swift restoration of services during outages or incidents.
- Coordinated with the security team to implement network security measures such as firewalls, VPNs, and access control lists (ACLs) to protect against unauthorized access and ensure system integrity.
- Troubleshot and diagnosed network issues, performing root cause analysis for hardware, software, and network configuration problems.

Technical Support Engineer | IT Source Pvt Ltd | Mumbai

Client Name - Kotak Securities | Jun 2021 - April 2022

- Replaced faulty network hardware, including routers, switches, and firewalls, ensuring minimal downtime for critical business operations.
- Monitored network performance using network monitoring tools, analyzing traffic trends, latency, and packet loss to recommend adjustments or upgrades for performance optimization.
- Performed system updates, applied security patches, and executed hot fixes to ensure systems were up-to-date with the latest security configurations and operational optimizations.
- Communicated with network users to gather insights on performance issues and troubleshoot system errors, ensuring minimal disruption to business operations.

Desktop Support Service Engineer | Grace Infotech Pvt Ltd | Mumbai

Client Name - Dell India Pvt LTD | Dec 2019 - Nov 2020

- Utilized monitoring tools to track system resource utilization, conduct capacity planning, and manage network bandwidth to avoid bottlenecks.
- Worked closely with the security team to select, implement, and configure security tools and policies such as firewalls, intrusion detection systems (IDS), and encryption protocols.
- Diagnosed and replaced faulty network components, including switches and network cards, minimizing downtime for users.
- Provided troubleshooting support for network issues related to hardware failure, system bugs, and system performance issues.