

Loyal Sharon Menezes

Phone : +971 581050621

Email ID: loyalmenezes@gmail.com

UAE driving license holder



SUMMARY

Dedicated and results-driven IT Support Engineer with over 4 years of experience in designing, implementing, and maintaining robust IT infrastructures. Proficient in network architecture, troubleshooting, and optimization to ensure seamless operations. Adept at collaborating with cross-functional teams to deliver high-quality solutions that meet business objectives.

PROFESSIONAL EXPERIENCE

IT & Network Support Engineer

December 2024 - Present

Microvista Technologies, Dubai

- Assisted in pre-sales activities to support deal closures by providing technical insights on IT infrastructure solutions.
- Managed post-sales implementation and configuration of network devices, ensuring seamless deployment.
- Collaborated with vendors to troubleshoot and resolve customer technical issues efficiently.
- Learned and deployed new technologies from vendors based on specific client requirements.
- Supported the in-house sales team with technical queries and proposed appropriate IT solutions.
- Handled onboarding processes, including setting up user accounts and preparing devices for new employees.
- Assisted enterprise clients like DHL with laptop OS deployments and asset tagging as part of IT rollout projects.
- Worked extensively with technologies and products including Cisco, Fortinet, and Crestron

Network Analyst

December 2023 – October 2024

Fidelity Information Services, India

- Monitoring switch infrastructure that connects load balancers, circuits, switches, firewalls, and nodes.
- Analysed different type of network alerts (LAN, Chassis down, errors, utilization) from monitoring tools.
- Creating incidents and co-ordinating with telcos with timely escalations to fix circuit related issues within SLA's.
- Managing incident and change management works based on ITIL standards. Timely follow up with vendors and clients.
- Proactively managing network monitoring tool (Broadcom), incident management tool (ServiceNow) and able to read & understand Visio network diagrams (Microsoft Viso Professional).
- Dealing with day-too-day Telco/ISP service provider for circuit issues of banking/capital markets.
- Performed monitoring and operational management functions for associated hardware and software within 24x7 processing environment.
- Following escalation procedures when appropriate to resolve errors in a timely manner.

L1 NOC Engineer

December 2021 – August 2023

Movate (CSS CORP), India

- Handling emails, chats, and high priority alerts
- Working with the technician to set up the VoIP phones and analogue telephone adapter, Cradle point, Star box.
- Experience with managing, monitoring, and troubleshooting cisco Meraki AP.
- Experience in handling the tools like Manitou, ECM, NAV, Cisco Meraki.
- Coordinating with the Internet service provider to fix the network related issues.

System Admin – Intern

September 2021 – October 2021

Omnion Premedia Pvt.Ltd, India

- Basic knowledge on Apache spark, Kubernetes and Ceph.
- Depending on the requirements installing OS on VM's.

CERTIFICATIONS

- Introduction to Cyber Security (Great learning) – October 2024
- ITIL V4 (Coursera) - June 2023
- Cloud Foundations (Great learning) – December 2021
- CCNA & CCNP training from Network Rhinos academy

TECHNICAL SKILLS

- Good Knowledge of TCP/IP model. Configuration and troubleshooting cisco devices.
- Configuration of routing protocols – STATIC, OSPF, BGP
- Implementing LAN and WAN connections using switches and routers.
- Performing Layer 1 troubleshooting for managed network and VoIP services.

EDUCATION

Qualification	University/ Board	Year
B.E Computer Science	VTU	2021

PERSONAL SKILLS

- Excellent customer service skills that build high levels of customer satisfaction for internal and external customers.
- Excellent analytical, decision-making, problem-solving, team and time management skills.
- Ability to multi-task, deal with predefined deadlines.

DECLARATION

I hereby declare that the information furnished above is true to the best of my knowledge.

09/10/2024
Dubai

Loyal Sharon Menezes