



BHAVESH KONGE

PROFILE

Bilingual Network Engineer offering an 8-year background in desktop, network planning and implementation. Confident and knowledgeable of multimedia systems, data storage and encryption devices. Creates support and training documentation that supports employee knowledge base.

CONTACT

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RESIDENCE ADDRESS:

Mumbai, India

DATE OF BIRTH:

21st JAN 1993

MARITAL STATUS:

Single

WORK EXPERIENCE

Network Engineer

Indus Valley Partners India Pvt Ltd.

Jan 2022 – Present

- Working on firewall/VPN L2/L3 ticket and making sure that the ticket is solved within the defined SLA.
- Performed troubleshooting for Juniper, Aruba, Avaya, FortiGate and Cisco Devices.
- Making sure that all defined security policies are followed in terms of security validations and the ports to be whitelisted
- Understanding the global SSL VPN architecture and the failover mechanisms.
- Performed Timely Patch/ Firmware upgrades and backup tests of every critical device.
- Experience in setting up IPSEC VPN and remote VPN connections to communicate between Business Partners using FortiGate FortiClient VPN
- Managed FortiGate firewalls utilizing Forti Manager and constantly ensured software upgrades.
- File blocking etc and grouped them to apply for security policies on FortiGate Firewalls
- Developed auto-remediation of network alerts monitoring tool (PRTG).
- Developed scripts to perform health check across entire datacentre network component including routers, switches, firewalls, and load balancer using PRTG And Nagios Tool
- Designed network flow for various application for internet access and reachability from Internet on Juniper layer 2 switch and FortiGate equipment in enterprise environment.
- Worked with Datacentres Internet Service Provider to request subnet IP subnet invoice and deployed new IP subnet in DC environment.
- Configured LDAP backup solution for FortiClient VPN user authentication failure issues.
- Upgraded and Maintained Juniper EX4600, Ex4300 and FortiGate 90D, 300D, 800D And FortiGate on AWS And Azure.
- Working with Aruba Wireless Technology using Aruba 7024 Wi-Fi Controller and Aruba AP225, AP335
- Avaya IP Office v2 and Avaya H.323 1608, 1608I and Avaya SIP Phone B179 End to End support (Configuration, User Extensions, Short code Configuration.)

Network Engineer

Paramatrix Technologies Pvt Ltd.

Jan 2020 - Jan 2022

- Integrated data, voice, and video networks for use in multi-site installations (Polycom).
- Recommended options for disaster recovery and remote access security.

OTHER CERTIFICATIONS

CCNA Module I – RST Forum
CCNA Module II – RST Forum
Introduction to Fortinet Network
Security r4 (ISC2 – CISSP) -
Fortinet

TECHNICAL PROFILE

Aruba Wireless
Juniper Switches (Junos)
FortiGate Firewall
Avaya Calling Manager and
Phones
Cisco Switches (iOS)
FogBugz Ticketing Tool
Webex Administration
Team Leader
Microsoft Windows
Unix
Network Security
Cloud Services
Network Configuration

COMPETENCIES

Firewall management tools
Port security knowledge
Collaborative ability
System integration
Software load balancer
expertise
Network architecture
understanding
Enterprise Wi-Fi management
Technical infrastructure
upgrades
Root Cause Analysis
IP Services
Avaya proficiency
Infrastructure solutions
Firewall functionality
Effective communication
Juniper portfolio expertise

- Escalated emergency technical issues beyond knowledge to maintain optimum up-time.
- Integrated fixed wireless connectivity into facilities requiring high-speed networks.
- Detected intrusion attempts and promptly responded to DDoS attacks.

Senior Desktop Support Engineer Indus Valley Partners India Pvt Ltd.

Jul 2016 - Jan 2020

- Troubleshoot problems or issues with desktops and laptops.
- Supported operating system and various tools and applications.
- Provided graphical user interface-level assistance with server configuration and administration.
- Patched software and installed new versions to eliminate security problems and protect data.
- Communicated with clients to verify roots and causes of computer problems.
- Implemented technical solutions to solve customer issues and increase satisfaction.
- Installed and maintained hardware and computer peripherals to store tangible components.
- Installed and configured operating systems and applications.
- Diagnosed and troubleshoot hardware, software, and network issues.
- Installed, configured, and maintained computer systems and network connections.
- Generated reports to track performance and analyse trends.
- Assisted in development of system security protocols.
- Configured hardware, devices, and software to set up workstations for employees.
- Coordinating with teammates based of remote locations.

Desktop Support Engineer Sharp Computing Solutions

July 2015 - Jul 2016

- Configured hardware, devices, and software to set up workstations for employees.
- Relocated and configured desktop computer devices and phones to facilitate office moves and new employee workstations.
- Removed malware, ransomware, and other threats from laptops and desktop systems.
- Explained technical information in clear terms to promote better understanding for non-technical users.
- Analysed issues to identify troubleshooting methods needed for quick remediation.

LANGUAGES

First Language:

English

Second Language:

Marathi (B2 Upper Intermediate)

Third Language:

Hindi (B2 Upper Intermediate)

SKILLS AND ABILITIES

Communication

Problem-solving

Research

Collaboration

Attention to detail.

Time management

Teamwork

EDUCATION

- **BACHELOR OF BUSINESS ADMINISTRATION**
THE ICFAI UNIVERSITY, TRIPURA
(FINANCE AND MANAGEMENT)
SEP 2018 – AUG 2022
- **DIPLOMA IN COMPUTER APPLICATION**
GICED - MUMBAI UNIVERSITY, MUMBAI
(HTML, CSS, JS, VB, LINUX, NETWORKING)
JUL 2013 - FEB 2015
- **HIGHER SECONDARY CERTIFICATE**
ST. MARY'S JUNIOR COLLEGE, MUMBAI
JUN 2010 - FEB 2011
- **SECONDARY SCHOOL CERTIFICATE**
ST. MARY'S HIGH AND SECONDARY SCHOOL
JUN 2008 - MAR 2009