DUSHYANT GULIA

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# Skills

* LAN knowledge.
* Email Security Appliance and Security Management Appliance configuration knowledge.
* Network hardware configuration.
* Network performance tuning.
* Multitasking.
* Excellent Verbal communication.
* Confident, articulate, and professional speaking abilities.
* Empathic listener and persuasive speaker.
* Speaking in public, to groups, or via electronic media.
* MS Office (including Excel, PowerPoint).

# Work Experience

## Capgemini Technology Services India Limited (Previously known as Aricent Technologies Holding Ltd. / Altran)

### Network Engineer (CISCO)

04/2020 – 06/2024

**Job responsibilities: -**

• Aiding with Cisco Onboarding and configuration of ESA (Email Security Appliance) and SMA (Security Management Appliance) users by providing hands on troubleshooting guide as per the seat count assigned.

• Addressing queries like CLI or Putty access. Providing additional access for secondary interface or listeners for third party services like O365 or G-suite.

• Controlled customer queries online on chat (Omnichannel) and email portal related to Secure or Encrypted emails.

• Establishing networking environment by designing system configuration & directing system installation.

• Identifies IP Address reputation score using SBRS (Sender Base Reputation Score) technology for incoming and outgoing emails.

• Using Mxtoolbox.com and SNDS external portal to check IP addresses.

• Secures network system by establishing, enforcing policies, defining, and monitoring access.

• Categorizing data under Priority1 and Priority2 to the TAC (Technical Assistance Center) engineers to be adhered on an urgent basis.

• Generating the RMA (Return Material Authorization) under the condition of the appliance being non-repairable even after troubleshooting.

• Accomplishes information systems and organization mission by completing related results as needed.

• Providing network engineering support and training to other team members.

## Aegis Pvt. Ltd

### Social Media Specialist /Online Banking Payments Expert

04/2016 – 03/2018

**Job responsibilities: -**

• Creating the awareness of social media with relevant resources and teams.

• Orchestrated Airtel Payment Bank project.

• Taking care of high followers and influencer customers on the twitter and Facebook.

• Providing support on the social media by giving FTR to the customer.

• Providing instant response to the customer within the TAT.

• Facilitated network related queries of the customer and arranging the physical survey if in case, a new site can be planned for the customer.

• Initiated feedback calls from the customers if the resolution is provided regarding ongoing concerns and queries.

## Nexus E Services.In

### Process Executive

09/2012 – 03/2016

**Job responsibilities: -**

• Managing reports like the bills & estimate for the purchase made by company to parts and repairs. Approaching customer or clients for final approvals.

• Investigating purchase order related to computer parts from existing vendors and looking for better option or quotation.

• Generating invoices for individual customer's and commercial’s user.

• Preparing KRA's reports for the agents within the team.

• Sharing the quality audit reports to the agents to improve sales.

• Connecting customers via a call or an email lead receive from Just dial and Sulekha.com for converse.

• Providing support to resolve online issue using team viewer remote access tool with customers.

• Approaching customer for the parts approval and providing updates about laptop or desktop repair & delivery status.

• Assuring on time delivery updates via an email or chat portal.

• Post delivery feedback from customer regarding their service experience and references if any.

## Max Bupa Health Insurance Co. Ltd

### Senior Executive

05/2011 – 03/2012

**Job responsibilities: -**

• Facilitated 101 lives for the month of December 2011.

• Participated in an event for insuring 202 lives for the month of January 2012 and grab an opportunity to travel SINGAPORE to attend the BUPA Forum.

• Collaborated training sessions with OJT batches.

• Collected highest Premium in the month of August, December, January, and March.

• Buddy up with team members in case customer needs expert advice to understand detailed product overview or looking to have a differentiator.

# Education

## Sri Aurobindo College

2004 B. Com (Honours) Delhi University.

## New Green Field Public School

2001 Commerce with Mathematics.

**Dushyant Gulia**