

# Raghavendra Mishra

Computer Network Engineer

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## SUMMARY

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Seasoned Network Engineer with over 20 years of experience in Computer Hardware, Networking, and IT Infrastructure. Specializes in ISP operations (15+ years), LAN/WAN design, and RF technology. Proven expertise in managing large-scale networks, configuring Cisco/Mikrotik devices, and leading technical teams. Adept at troubleshooting complex connectivity issues and ensuring redundant, scalable network architectures.

## WORK EXPERIENCE

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### Network Engineer

Nov 2024 - Present

#### **Cygnus Information Solutions Pvt. Ltd. (CISPL)**

- Installation, configuration, and troubleshooting of core network devices.
- Designing and implementing LAN/WAN architectures across branch sites, ensuring scalability and redundancy.
- Managing vendor integration, solution rollouts, and maintaining comprehensive network diagrams.
- Troubleshooting critical onsite/remote issues and supporting field teams with escalated tickets.

### Technical Support Engineer

July 2024 - Oct 2024

#### **APEE ESKAY ENTERPRISES Pvt. Ltd. (Client: Maruti Car, Haryana)**

- Supervised the technical team and provided support for network infrastructure.
- Managed configuration and installation of network devices to ensure smooth manufacturing operations.

### Network Support Engineer

Oct 2023 - June 2024

#### **High Sky IT Solutions (Client: Honda Motorcycle, Manesar)**

- Maintained routers, switches, and wireless access points for the factory infrastructure.
- Monitored network traffic to identify bottlenecks and potential security threats.
- Performed firmware upgrades, patches, and routine maintenance to ensure 99.9% uptime.

### Network Administrator & Manager

June 2007 - June 2022

#### **Gnet Info Service Pvt. Ltd. (ISP)**

- Managed ISP network infrastructure for 15 years, including IP address allocation and bandwidth management.
- Configured and managed IP DSLAM for wireline customers and Mikrotik (2.4/5.8 Mhz) outdoor wireless devices.
- Designed network maps, monitored load distribution, and implemented security protocols.
- Supervised the Call Center team and field technicians to ensure prompt customer resolution.

### Customer Support Engineer

Sept 2005 - Apr 2007

#### **Sysnet Global Technologies Pvt. Ltd.**

- Provided hardware and network support for State Bank of India (Core & Non-Core branches).
- Troubleshoot Novell Netware 4.11 servers and maintained specialized banking printers (Tally-2250, Passbook printers).

## Service Engineer

Jan 1999 - Sept 2005

### Hi-Tech P.C. World

- Handled assembly, card-level repair, and troubleshooting of computer hardware.
- Managed internet service lines and installation of Windows/Linux operating systems.

## SKILLS

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### Networking

LAN/WAN Installation, Cisco Routers & Switches, Mikrotik Wireless

Routing, IP DSLAM, RF Devices, Optical Fiber (OFC) Networks.

### Hardware

PC Assembly & Troubleshooting, UTP Cabling & Crimping, Server Maintenance, Printer Support (Dot Matrix/Line).

### IT Operations

Bandwidth Management, IP Allocation, Network Security, Vendor Management, Team Leadership.

### Operating Systems

Windows (All Versions), Linux, Novell Netware.

## CERTIFICATIONS

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- Cisco Certified Network Associate (CCNA)

(Expires: 2028)

## EDUCATION

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2000 Higher Diploma in Software Engineering (2 Years)

(Aptech)

2000 Bachelor of Arts (Graduate)

(DDU Gorakhpur University)

1998 Diploma in Computer Hardware (1 Year)

(New Capital Computer Edu.)