

# VIJAY ANAND

+91 9686540507 ~ vijayand@outlook.com ~ LinkedIn: www.linkedin.com/in/vanand1 ~ Portfolio: www.vijayand.in

## TECHNICAL SOLUTIONS ARCHITECT

### PROFESSIONAL SNAPSHOT

- ▶ **IT professional with over 10+ years** of rich experience in **Solutions Architecture, Project Management, Service Delivery Management, Network Management, Stakeholders Management**, etc. Hands on experience in **SAAS solutions (Webex Calling)** and delivering the solution to shift customers from On-Prem to Cloud. Strong hold in Cisco Collaboration/WebEx portfolio products and diverse exposure in technical support for Cisco's product and Cloud SAAS (AWS & Azure) services.
- ▶ Last associated with Cisco Systems Inc., Bengaluru as **Team Lead - Technical Consulting Engineer**.
- ▶ **Master of Technology in Software Systems (Networks & Cloud)** from Birla Institute of Technology & Science, Pilani in 2023.
- ▶ Expertise in **providing technical solutions** to the IT organization and experienced in **managing and supporting enterprise-level IT infrastructure**. Proven ability to keep critical systems up and running, optimize performance, and implement strategic improvements.
- ▶ Rich experience in managing and providing support for **numerous large-scale and/or mission-critical projects** while serving as the primary technical point of contact for staff, clients, and vendors.
- ▶ **Solution architect and experienced product owner** who converts business requirements into scalable technology solutions for global corporations. Brings equal value as an individual contributor or as a trusted member of a geographically dispersed cross-functional team. Deep technical expertise with a **proven record of driving innovation**.
- ▶ In-depth **understanding of customer experience**, proficient in identifying and filling product gaps and generating new ideas that grow market share and **improve customer experience**.
- ▶ Track record of success in designing and managing robust **network architecture and infrastructure challenges** while managing costs and risks. Strong hands-on experience in the **installation, configuration, maintenance and administration** of the operating systems and application servers in a high-performance computing environment.
- ▶ Experienced in **diagnosing, troubleshooting and resolving a range of software, hardware and connectivity issues**. Excels in asking probing questions and researching, analysing and rectifying problems.
- ▶ Demonstrated skills in leading **training and development for Webex calling**. Trained, mentored and led a team of new graduates/hires.
- ▶ **Detail-oriented professional** with an ability to own a project, follow complex instructions, diagnose and resolve issues, and see it to fruition. Excellent communication, analytical, problems-solving and decision-making skills.

### CORE SKILLS

**Project Management ~ Service Delivery Management & Excellence ~ Solutions Architecture ~ Product Management ~ New Product Introductions ~ Cloud Computing ~ Data Integration ~ IT Infrastructure Management ~ Global IT Support ~ Systems Migration/ Transition ~ Automation Development ~ Network Management & Administration ~ Product Deployment ~ Installation, Configuration & Maintenance of Hardware/Software ~ Incident/Problem/Change Management ~ ITIL Operations ~ Technical Support & Troubleshooting ~ Customer Need Analysis ~ Escalation Management ~ Customer Satisfaction ~ SLA Adherence ~ Stakeholders Management ~ Team Management & Training**

### CAREER HIGHLIGHTS

- ▶ **Built an automated tool to fetch logs** and configured remotely from the device deployed in the customer network to the Cisco. Reduced resolution time for the issue from 5 days to 2 days.
- ▶ **Developed and delivered a video training roadmap** for novice engineers and users to train with basic core fundamentals of Webex calling based on SAAS. Improved cases metric by 50%.
- ▶ **Recognized as the highest CSAT scorer** in the team for 2022.
- ▶ **Successfully migrated a SaaS offering from an on-prem data-center model to a Cisco Webex Cloud global offering**, which includes Webex Calling, UCM cloud, and Dedicated instance. Expanded SaaS offerings to include major cloud providers such as AWS, GCP, and Azure.

### EMPLOYMENT SCAN

**Cisco Systems Inc., Bengaluru | Team Lead – Webex Calling**

**Dec'18 – Present**

- ▶ **Facilitated technical sessions** to address customer data issues, documented process implementation, and handled technical escalations efficiently to ensure prompt resolution of outages.
- ▶ **Reduced service delivery time** from weeks to hours, enabling faster customer adoption.
- ▶ **Contributed to automation development** to increase the speed of delivery and enhance overall team abilities and was recognized as a winner of Automation of Logs Collection and Analysis with Action Plan for Engineer and Customer in Cisco Hackathon Program.
- ▶ **Innovated the idea of integrating any learning portal** within the Webex App for Cisco customers and partners.

- ▶ Participated in the **Excelerate program, which focused on CX-Impact, Innovation, Delivery Excellence, Business Alignment, and Talent development**, with a goal of enabling to envision and work towards the next level in technical roles in a fun-filled yet competitive gamified environment.
- ▶ **Delivered training on the Webex collaboration portfolio** and automation tool to process and analyze logs automatically using RADKIT tool.
- ▶ Focused on **transforming repetitive and complex tasks by adopting automation**. Worked closely with the product team, Dev team, and partners in delivering product features and support.
- ▶ **Automated Webex Space creation through API calls**, based on requirements and automatically added required people.
- ▶ Worked closely with the **Cisco Sales/Adoption eco-system** on a daily basis to drive better Webex Calling portfolio solutions for customers.

#### **Varite India Pvt Ltd (For Cisco Systems), Bengaluru| Senior Technical Consulting Engineer**

**Aug'17 – Dec'18**

- ▶ As a member of the **Cisco Unified Communications Backbone Team**, responsibilities included **providing troubleshooting support to global enterprise-level customers** across a diverse range of industries, including financial and consulting groups such as HSBC, Citi, and State Street.
- ▶ Accountable for **engaging with CX Sales-Partner Summits to enable better communication and collaboration**.
- ▶ **Led a global IC-Digitization team** that focused on automation and digitization projects.
- ▶ Regularly dealt with escalations and RRR/CAP cases and was responsible for **managing new product introductions (NPI)** and delivering them globally. Created content for external publication by Cisco.
- ▶ **Managed product portfolio and protocols**, including endpoints such as the 39XX, 69XX, 78XX, 79XX, 88XX, 99XX, DX-Series, SX-Series, CTS, TX, and IX series endpoints, as well as WebEx Meetings and Jabber. The protocols managed included SCCP, SIP, H.323, MGCP, and VMware Virtualization/ESXI/Cisco UCS C-Series Rack Servers and Cisco UCS B-Series Blade Servers.

### **PREVIOUS ASSIGNMENTS**

#### **DXC – Hewlett Packard Enterprise, Bengaluru| Service Delivery Consultant**

**Aug'16 – Jul'17**

- ▶ Provided technical consultancy of Avaya Call Managers, IP Phone and Video products, to key customers.

#### **MindTree Ltd., Bengaluru| Technical Specialist**

**May'15 – Apr'16**

- ▶ Acted as Level 3 Voice over IP engineer. Involved with investigating and managing Cisco and 3-party UC environments for customers. Ensured constant alignment as an upgrade/migration PoC during the course of CUCM based upgrade / maintenance / planned activities.

#### **Cyara, Bengaluru| IT Support Engineer**

**Jul'14 – Apr'15**

- ▶ Acted as Level 2 IT Engineer. Involved with providing IT access to Employees. Deployed IT servers for testing Cyara products and UC solutions to test CC and handled IVR testing to maximize revenue and minimize after productions faults.

#### **Innovatia, Bengaluru| Technical Support Engineer**

**Jan'13 – Jul'14**

- ▶ Functioned as Backbone Support Engineer for Avaya on Unified Communication product line and providing installation, testing, implementation, commissioning and maintaining and repairing of all related Avaya equipment and systems deployed on site or via remote diagnostic support.

### **ACADEMICS**

- ▶ **Master of Technology in Software Systems (Networks & Cloud)** | Birla Institute of Technology & Science, Pilani 2023  
(Equivalent to a Master's degree (2 years), as determined by World Education Services)
- ▶ **Bachelor of Technology in Computer Science & Engineering** | Dr. A.P.J. Abdul Kalam Technical University, Lucknow 2011  
(Equivalent to a Bachelor's degree (4 years), as determined by World Education Services)

### **CERTIFICATIONS**

- |   |  |   |
|---|--|---|
| ▶ World Education Service                         | ▶ Azure Cloud Fundamentals                 | ▶ Microsoft Security and Compliance Certified |
| ▶ CCIE Collaboration                              | ▶ AWS Cloud Fundamentals                   | ▶ Agile Fundamentals                          |
| ▶ Project Management Professional                 | ▶ Aviatrix Multi Cloud Associate Certified | ▶ ITIL Foundation in IT service management    |
| ▶ Cisco Devnet Certified                          | ▶ CCNA Data Center Certified               | ▶ SSCA – The SIP School                       |
| ▶ Cisco Certified Specialist - Collaboration Core |  |   |