

ASHUTOSH ARJUN VIKHE

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PROFESSIONAL SUMMARY

Cisco ISE & Enterprise Network Engineer with 4+ years of experience supporting large-scale pharmaceutical and insurance environments. Skilled in Cisco ISE, LAN/WAN infrastructure, Cisco Catalyst/Nexus switching, OSPF/BGP routing, and Linux system administration, with a strong record of enterprise incident management and network reliability.

PROFESSIONAL EXPERIENCE

Microland Ltd

Career Progression: Trainee Engineer → Linux Administrative Engineer → LAN/WAN & Cisco ISE Engineer

LAN/WAN & Cisco ISE Engineer | Jan 2024 – Present

Client Project: Eli Lilly (Pharmaceutical)

- Provide 24x7 operational support for enterprise LAN/WAN infrastructure — Cisco Catalyst/Nexus switching, OSPF/BGP routing, and Cisco firewalls — supporting 50,000+ users across a global pharmaceutical organization.
- Configure and administer Cisco ISE policies for 802.1X authentication, RADIUS, TACACS+, and Network Access Control (NAC), ensuring secure enterprise endpoint authentication.
- Monitor enterprise network performance using LogicMonitor and Wireshark, proactively identifying issues to reduce service disruptions and improve infrastructure availability.
- Handle 4–5 incident tickets and 10–12 service/change requests (RITMs) daily via ServiceNow, performing root-cause analysis and cross-functional coordination — contributing to a 35–40% reduction in average resolution time.
- Perform device upgrades, patching, SSL certificate renewals, and RMA-based hardware replacements to maintain infrastructure reliability and security compliance.
- Ensure adherence to compliance and security standards required within a regulated pharmaceutical environment.

Linux Administrative Engineer | Dec 2022 – Dec 2023

Client Project: Tata AIG (Insurance)

- Administered and maintained Ubuntu Linux servers, ensuring system uptime, stability, and performance for critical business applications.
- Performed patch management, system monitoring, and routine maintenance to strengthen system security and reliability.
- Diagnosed and resolved server and OS-level issues, minimizing service disruption to business operations.
- Supported day-to-day IT infrastructure operations for an insurance sector client, contributing to smooth business continuity.
- Documented system configurations, changes, and standard operating procedures.

Trainee Engineer | Jun 2022 – Nov 2022

Client Project: Tata AIG (Insurance)

- Completed structured training covering Linux systems, cloud networking, cybersecurity fundamentals, and F5 load balancing technologies.
- Assisted senior engineers with system administration, monitoring, and troubleshooting tasks.
- Gained hands-on exposure to ticketing systems, ITSM processes, and client support workflows.
- Promoted to Linux Administrative Engineer in December 2022 based on strong performance.

EDUCATION

Bachelor of Engineering (B.E.), Mechanical Engineering

Dr. D. Y. Patil College of Engineering, Pune, Maharashtra | CGPA: 9.20 / 10

CERTIFICATIONS

- CCNA (Cisco Certified Network Associate) — In Progress

TECHNICAL SKILLS

Networking & Security

- Cisco Routing & Switching (OSPF, BGP), Cisco Catalyst & Nexus Switches, Cisco Firewalls, LAN/WAN Administration, VLANs, TCP/IP
- Cisco ISE (Identity Services Engine), Network Access Control (NAC), 802.1X, RADIUS, TACACS+, AAA

Linux & Systems

- Ubuntu Server Administration, Patch Management, User & Access Management, System Monitoring & Troubleshooting

Tools

- ServiceNow, LogicMonitor, Wireshark, PuTTY, SecureCRT

IT Operations

- Incident Management, Root Cause Analysis, Change Management, ITSM/Ticketing Tools, Technical Documentation

CORE STRENGTHS

- Communication, Problem Solving, Team Collaboration, Time Management, Adaptability