



Sagar Rajput

Senior IT Associate | CCNA | Infosys IT Award FY25 | Network Security | Change Management | L2

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Professional Summary

Senior IT associate with 6+ years of experience in infrastructure deployment, Enterprise Networking, Network Security, Fortinet Firewalls, Cisco Infrastructure, Zscaler, VPN Technologies, Data Center Operations and Network Access Control.

Skilled in Power BI, ServiceNow, and SAP GUI designing, Known for streamlining operations, ensuring audit compliance, and driving stakeholder engagement through data-driven insights.

Technical SKILLS

- **Networking:** Cisco Switching, VLAN, STP, RSTP, EtherChannel, HSRP, OSPF, BGP, High Availability Networks.
- **Security:** Fortinet, Checkpoint, Cisco ISE, AAA, RADIUS, ACL, NAT, Zscaler ZIA, Zscaler ZPA
- **VPN:** IPsec VPN, SSL VPN, Site-to-Site VPN, Client-to-Site VPN
- **Infrastructure & Server Support:** AD, DHCP, DNS, TCP/IP, Data Center Operations, Rack Deployment, Structured Cabling, Server Connectivity.
- **MONITORING & TOOLS:** PRTG, ServiceNow, NetBox, Skybox, CyberArk, Aruba Central, WLC, DNAC.

KEY ACHIEVEMENTS

- Configured and delivered the complete LAN/WAN network infrastructure for the New Infosys Noida SEZ site, including data center network setup, routing and switching, infrastructure planning, vendor coordination for structured cabling and rack mounting, and end-to-end site readiness.
- **Achieved 100% SLA Adherence** - Maintained impeccable service levels by proactively managing change risks and ensuring timely approvals and implementations.
- **Strengthened Governance and Risk Visibility** - Provided structured updates and dashboards to leadership, enabling proactive risk mitigation and strategic alignment.
- **Managed and supported large-scale 1000+ FortiGate firewall infrastructure**, configuring and troubleshooting IPsec VPN tunnels to provide secure connectivity between retail stores and the data center.
- **Participated in ISO 20k & 27001 CCAT audits**, supporting regular store audits and achieving zero non-compliance findings.
- **Led network rollout and connectivity validation activities for new business connectivity requirements and Delivered compliance, troubleshooting and incident management support.**
- Reduced incident resolution time through proactive troubleshooting and vendor coordination.

PROFESSIONAL Experience

 **Senior IT Associate | Infosys Limited**

June 2024 – Present | Noida Managing enterprise infrastructure across multiple locations with responsibility for secure connectivity and on-ground IT operations.

- Collaborated with infrastructure teams to support the setup of WAN & LAN connectivity of the DC (Development Center), **ensuring secure integration with the central data center.**
- Coordinated with 5+ OEMs for procurement and deployment of critical network components including spine & leaf switches, routers, firewalls, DDoS protection, and network racks
- Managed on-site cabling activities by aligning with certified vendors, ensuring structured cabling and rack setup.
- **Managing infrastructure compliance, network changes and IOS upgrade implementations.**

- Supported IT asset inventory management, **maintained accurate records of hardware assets by leasing L1 support team** and ensuring compliance with lifecycle standards.
- Managing enterprise network infrastructure including switches, routers, firewalls, WLC and APs across production environments.
- Handling Zscaler ZIA/ZPA policy issues, user access, troubleshooting, and profile configuration.
- Authored endpoint **hardening documentation** and collaborated with the L1 support team to secure 100+ devices for deployment across all three Noida locations.
- **Managed lifecycle of 3000+ IT assets**, including procurement, allocation, maintenance, and disposal, with 100% compliance with internal policies and audit standards
- Configuring and maintaining C2S and S2S VPNs, firewall rules, and secure connectivity solutions.
- **Led a team of 10 in delivering L1 application support**, network troubleshooting, Active Directory (AD) issue resolution, hardware diagnostics, and IT asset services across 3+ Location distributed locations, ensuring 99% uptime and consistent service delivery.
- Managing network incidents and service requests through ServiceNow along with all the Device compliance in CMDB portal.
- Coordinated with Cisco, Dell, Aruba, Fortinet and ISP vendors to resolve critical production issues and maintain SLA compliance.
- Maintaining network documentation, port mapping, and ensuring compliance during infra changes for audit readiness and lifecycle compliance
- **SPOC for change management across the Noida location project**, managing the full lifecycle of changes—from assessment and prioritization to implementation and review—ensuring 99% reduction in turnaround time.
- **Established and led the Change Advisory Board (CAB)**, facilitating weekly meetings and post-implementation reviews to ensure successful change execution and continuous improvement
- **Coordinated with 15+ OEMs and vendors** to ensure timely delivery and installation of desktops, laptops, and network devices, resulting in a 20% reduction in setup delays and improved infrastructure readiness across multiple sites
- **Raised and tracked 100+ CAPEX/OPEX purchase requests**, ensuring budget alignment and achieving 98% on-time approval rate.
- **Processed 100+ invoices post asset delivery**, including GRN creation in SAP GUI and payment tracking via Ariba and internal systems.
- **Utilized ServiceNow for ticketing, asset tracking, and workflow automation**, improving response time and service quality.
- Collaborated with HR for **500+ e-separation cases**, ensuring smooth asset clearance and documentation.



Senior Network Engineer | Jubilant Foodworks Ltd.

Nov 2022 – June 2024 | Noida Handled enterprise security using Fortinet, ensuring secure connectivity across nationwide sites.

- Managed enterprise infrastructure **supporting 2,000+ firewall** environments and multi-site network operations.
- Implemented NAT, ACLs, firewall policies, IPsec/SSL VPN tunnels for remote-site communication.
- Monitored firewall logs, network traffic, and security alerts to mitigate potential threats.
- Performed end-to-end new-store network rollouts, including routing, tunnel checks, and connectivity tests.
- Coordinated with ISPs for WAN issues, bandwidth outages, and last-mile debugging.
- Conducted testing for POS systems, servers, and device-to-device communication.
- Generated and maintained documentation: IP schemes, VLAN maps, routing tables, firewall policies.



Network Engineer - NOC | FusionNet India

Mar 2021 – Sep 2022 | Noida Delivered ISP-grade troubleshooting and network stability improvements for enterprise and retail customers.

- Diagnosed routing issues, path failures, packet loss, and latency across backbone networks.
- Monitored live network health using PRTG, NMS, and responded to alerts proactively.
- Coordinated with field engineers for fiber, RF, and Ethernet troubleshooting.
- Resolved customer escalations ensuring minimal downtime and high service satisfaction.
- Performed router/switch health checks and link validations for stable connectivity.
- Documented incidents, RCA reports, and network changes for internal database.
- Configured and troubleshot Internet lease line (ILL) customer connectivity across core and aggregation switches, ensuring timely incident resolution and adherence to SLA commitments.

Network Engineer | JAVI Systems India Pvt. Ltd.

Aug 2020 – Jan 2021 Supported BSNL Hotspot Project services as part of the HFCL team.

- Resolved connectivity issues between **BSNL BTS and switches**.
- Optimized **Wi-Fi AP connectivity, media links, and signal flow** for hotspot locations.
- Supported field teams to ensure successful rollout and stable operations.

Soft skills

Frameworks	ITIL, ISO 20k/27001
Tools & Platforms	MS Office, ServiceNow, Power BI, Cisco TAC, AMS, CyberArk, 10+ Internal Compliance portals
Automation	Generative AI tools for documentation & reporting
Communication	SOP authoring, stakeholder updates, training guides

Certifications



CCNA – Cisco Certified Network Associate

Cisco - Certification of Completion CCNA (201-301)



AZ-104T00-A: Microsoft Azure Administrator

Microsoft - Certification of Completion



Fortinet Network Security (NSE) Associate Course

Infosys - Certification of Completion



ACNS – Aptech Certified Network Specialist

APTECH Computer Education



E-Commerce & Web Development Certification

APTECH Computer Education

Training



CCNA - Implementing and Administering Cisco Solutions (CCNA) 2.2

Cisco - Certification of Completion

Education



BSc – Mathematics & Computer Science

Chatrapati Sahuji Maharaj Kanpur University, 2017–2020