Dani Issac

LinkedIn | Email

Education

Cochin University of Science and Technology (CUSAT)   Kochi,Kerala
Bachelor of Science and Technology in Computer Science and Engineering   May 2019

Experience

ThousandEyes, a part of Cisco   Remote,India
Network Support Engineer   April 2022 - Present

- Leveraged expertise in diagnosing and troubleshooting network incidents to ensure seamless connectivity.
- Applied understanding of modern enterprise networks and the TCP stack to help resolve critical, large-scale network issues.
- Deployed and troubleshooted applications within Docker containers and diverse Linux platforms.
- Contributed to faster issue resolution by providing comprehensive documentation and collaborating with fellow engineers.
- Collaborated with internal teams to advocate for customer needs and drive product improvements.

Business Critical Services, Cisco   Bangalore,India
Consulting Engineer   July 2019 - April 2022

- Engaged directly with customers to optimize network solutions and recommend best-practice configurations.
- Advised on strategic software upgrades across various cisco platforms to ensure network up-to-dateness.
- Developed custom Python scripts to streamline network configurations and enhance issue resolution through faster CLI verification.
- Gained valuable insights into network and cloud environments, enabling exceptional technical assistance to clients.

Skills

Technical Skills

- Programming Languages: Python, Shell Scripting
- Operating Systems: UNIX, Linux
- Networking: TCP/IP Stack
- Tools: GitHub, Docker
- Diagnostics: Wireshark

Soft Skills

- Customer Satisfaction Focus
- Excellent Verbal and Written Communication
- Collaboration and Teamwork
- Efficient Troubleshooting and Problem-solving
- Account Management