

# Mitush

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## PROFILE

NOC Engineer with 1 year of hands-on experience in ISP network operations, FTTH support, and backbone monitoring. Proficient in handling OLT configurations (Nokia, ZTE), switch/router troubleshooting, bandwidth analysis, and leased-line support. Experienced with tools like SolarWinds, MRTG, Cacti, and OTRS ticketing for incident lifecycle management. Adept at root-cause identification, reporting, and maintaining stable network performance in 24x7 environments.

## EDUCATION

Guru Nanak Dev Engineering College

Ludhiana, India

**Bachelor of Technology** in Computer Science and Engineering

Oct-2020 – Jun-2024

- Overall 8.0 CGPA during the course.
- Relevant coursework in Computer Networks, Database Management Systems, Operating Systems and AI.

## SKILLS

**Technical:** Computer Networks, IP Addressing & Subnetting, Network Device Configuration, Incident Management, Web Development.

**Tools:** Solarwinds, Xshell, Zabbix, Putty, OTRS.

## CERTIFICATIONS

- Cyber Security Fundamentals Certification – July-2023

## EXPERIENCE

Netplus Broadband

Ludhiana, India

**NOC Engineer**

Nov-2024 – Present

- Gained Hands-on experience using SolarWinds, MRTG for real-time network monitoring and bandwidth analysis.
- Respond to and resolve network incidents and outages promptly, ensuring uninterrupted business operations.
- Generate detailed reports on network performance, incidents, and resolutions for management review.
- Worked in a 24x7 shift environment to support network operations and ensure system uptime.

Omninos Technologies

Mohali, India

**Web Developer**

Jan-2024 – Jun-2024

- Developed and maintained web pages using HTML5, CSS3, and JavaScript frameworks.
- Assisted in creating responsive layouts compatible across multiple browsers and devices.

## PROJECTS

**E-commerce Price Tracker**

- An intelligent and automated tool that tracks product prices on Amazon, Flipkart, and other online stores.
- The application notifies budget conscious shoppers when the prices of their desired products drop via email.

**PDF Locker**

- The PDF Locker is a Python-based mini project aimed at enhancing the security of PDF files by implementing encryption and password protection.
- This project provides a simple and effective way to safeguard sensitive information contained in PDF documents.

## HOBBIES

- Reading technology blogs and case studies