

# SANJANA SINGH

Network Engineer | Technical Operations & Team Leadership

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## PROFILE

Network engineering professional who combines hands-on technical depth in routing, monitoring, and troubleshooting with proven experience leading teams and owning escalations end-to-end. Comfortable working at the router console as well as in front of stakeholders — designing and deploying infrastructure, resolving high-priority incidents, and coordinating cross-functional teams, vendors, and customers to keep service reliable. Seeking a role that draws equally on technical execution and team/project leadership within network infrastructure and operations.

## CORE COMPETENCIES

### Technical Expertise

- Network design, configuration & LAN/WAN architecture
- BGP & OSPF routing protocols
- Cisco routing and switching (7600, 4948, 2900, 1900 series)
- SNMP-based Network Management Systems (NMS)
- NfSen & Zabbix traffic analysis and monitoring
- VLAN configuration & NAT techniques
- Network troubleshooting (L2/L3) & wireless support

### Leadership & Operations

- Cross-functional team leadership (10-engineer distributed team)
- Escalation management & major-incident ownership
- Project coordination (DDoS mitigation, cross-team initiatives)
- SLA & service-reliability management
- Vendor & telco partner coordination
- Mentoring & technical training of junior engineers
- Customer relationship management & stakeholder communication

## PROFESSIONAL EXPERIENCE

| Ahmedabad, India

Nov 2025 – Present

### Assistant Manager

- Investigated and resolved high-priority network issues end-to-end, minimizing service downtime and maintaining SLA adherence.
- Acted as the primary technical escalation point between NOC, field teams, telco partners, and customers during critical incidents.
- Coordinated with NOC, field engineers, and vendor teams to identify root causes and implement corrective actions.
- Led project coordination for network initiatives including DDoS mitigation deployments, serving as Project Manager for cross-team planning and execution.
- Managed end-to-end closure of customer complaints and escalations across network services.
- Tracked and documented escalation cases, corrective actions, and resolution timelines to drive continuous improvement in service reliability.
- Communicated technical updates and resolution status clearly to customers and internal stakeholders.

| Ahmedabad, India

Jun 2023 – Jun 2025

### Network Engineer (NOC)

- Designed and deployed network infrastructure across 20 PoP locations in Delhi, including a Cisco 7600 as main router plus Cisco 4948, 2900, and 1900 series routers at PoP sites.
- Configured and optimized BGP and OSPF for fast convergence and routing stability across multiple sites.
- Implemented SNMP-based NMS for proactive fault detection and performance monitoring, and used NfSen and Zabbix for advanced traffic analysis, improving incident visibility and response time.
- Diagnosed and resolved high-impact network incidents involving flapping links, significantly reducing downtime.

- Designed and deployed scalable infrastructure for enterprise clients aligned with uptime and SLA targets, applying advanced routing protocols and LAN/WAN architecture planning.
- Led a distributed team of 10 network engineers alongside the Delhi-based office, driving operational efficiency from the Ahmedabad NOC.
- Maintained 24/7 network availability through scheduled maintenance windows and incident-response shifts, achieving 99.5% uptime.
- Conducted weekly network audits and documented topology changes to ensure compliance with security standards and internal policy.
- Trained junior engineers on L2/L3 troubleshooting and Cisco best practices, and facilitated cross-functional collaboration between IT support, sales, and third-party vendors.

| India

Jan 2022 – Apr 2022

### Engineering Intern

- Worked on engineering tasks within an electric vehicle startup.

| Ahmedabad, India

Jul 2019 – Jul 2022

### Community Outreach Volunteer

- Led infrastructure reform for two government schools and managed communication for cross-national collaborative projects.
- Contributed to public outreach and COVID-19 awareness initiatives.

| India

Mar 2020 – Apr 2020

### Campus Ambassador

- Acted as a liaison between the foundation and the student community.

## SELECTED PROJECTS

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### Underwater Robot for Inspection Tasks — Academic Capstone Project (Submarine Robotics & Embedded Systems)

- Developed a prototype of an underwater robot capable of navigating submerged environments for industrial inspection and monitoring.
- Integrated waterproof sensors, camera modules, and embedded control systems to collect and transmit real-time data.
- Collaborated in a team of 4 to design the mechanical structure, implement Arduino motor control, and perform field tests.

### Crowd Estimation Using OpenCV — GIT vs. COVID-19 Ideathon (Computer Vision for Public Safety)

- Built a Python-based image-processing pipeline using OpenCV to estimate crowd density in real time from CCTV footage.
- Applied contour detection and blob analysis, validating accuracy through simulated environments to support social-distancing enforcement.

### UAV for Border Surveillance — Academic Project (Drone Design & Remote Sensing)

- Designed a UAV concept for the Border Security Force (BSF) to enhance surveillance in remote or high-risk areas.
- Proposed flight-control mechanisms and real-time video streaming; presented CAD simulations to positive faculty feedback.

## EDUCATION

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### Gandhinagar Institute of Technology — B.E., Electronics and Communication Engineering (2018 – 2022)

Edunova Science Higher Secondary School — HSC (2017 – 2018)

Seventh Day Adventist Higher Secondary School — SSC (2015 – 2016)

## ACCOMPLISHMENTS

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- 1st Prize — Student Startup Innovation Project (SSIP), 2019
- Winner — Smart India Hackathon & Texas Innovation Challenge, 2019
- Innovation Winner — GIT vs. COVID-19 Ideathon, 2020
- Winner — ART-A-THON 2.0 (Mental Health Awareness), 2020

- Logo Contest Winner — Women Development Cell, 2021
- Runner-up — Healthy Campus Virtual Think Tank, 2022

## LANGUAGES

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English: Proficient | Hindi: Proficient | Gujarati: Intermediate