

EZRA ANANDARAJ

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PROFESSIONAL SUMMARY:

Network Operations Engineer with experience in enterprise infrastructure monitoring, data center operations, and network implementation support. Currently supporting the Equinix (Gen-GDC) environment, delivering network implementation and operational support across APAC, EMEA, and AMER regions. Skilled in network troubleshooting, switch port provisioning, VLAN validation, connectivity verification, ServiceNow operations, and infrastructure monitoring using Dynatrace. Experienced in incident, change, and release management within ITIL-based environments. AWS Certified Solutions Architect with an M.Tech in Network & Information Security.

TECHNICAL SKILLS:

Networking: TCP/IP, VLAN, DNS, DHCP, NAT, Subnetting, OSI Model, Layer 2 Troubleshooting, Switching Fundamentals, Routing Fundamentals, Network Connectivity Validation

Network Platforms: Juniper Switches, Cisco Switches, Palo Alto Networks Firewalls, Open gear, ZPE Systems

Monitoring & Observability: Dynatrace, One Agent Deployment, Alert Optimization, Threshold Tuning, Root Cause Analysis (RCA), Performance Monitoring, Big Panda

Cloud & Operating Systems: AWS, Linux, Windows Server, AIX, Solaris, Citrix

PROFESSIONAL EXPERIENCE

Software Engineer | Trianz Solutions Pvt Ltd | Jan 2024 – Present | Chennai

Project & Role: Equinix (Gen-GDC) – Gen Implementation Engineer

Supporting global data center network operations and implementation activities across APAC, EMEA, and AMER regions. Responsible for provisioning, validating, and troubleshooting network services within Equinix data center environments.

Key Responsibilities

- Support switch port provisioning, activation, and implementation requests across global regions.
 - Perform VLAN validation, IP connectivity verification, and network health checks.
 - Troubleshoot network connectivity, packet loss, and host reachability issues.
 - Support operational activities involving Juniper, Cisco, Open gear, ZPE, and Palo Alto Networks platforms.
 - Assist with implementation and troubleshooting activities across core and access switching environments.
 - Manage implementation requests and operational workflows through ServiceNow.
 - Collaborate with global teams to ensure successful service delivery and SLA compliance.
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Kyndryl – Kaiser Permanente | Infrastructure Monitoring Engineer

Provided infrastructure monitoring and production support for Kaiser Permanente through Kyndryl. Managed enterprise monitoring activities using Dynatrace across Linux, Windows, AIX, Solaris, and Citrix environments while ensuring operational stability and service availability.

Key Achievements

- Managed monitoring and operational support for 5000+ enterprise production & Nonproduction servers.
- Executed CTASKs and RTASKs within approved maintenance windows without escalations.
- Maintained zero incident reopen rate through effective troubleshooting and root cause analysis.
- Improved monitoring efficiency through Dynatrace alert tuning and threshold optimization.
- Consistently achieved SLA compliance across incident, change, and release management activities.

PREVIOUS EXPERIENCE

Finance Analyst / Manager -- Byju's Think & Learn Pvt Ltd | 2022 – 2023 | EdTech

Managed financial operations, reporting activities, KPI tracking, and stakeholder coordination to support business objectives and operational efficiency.

XML Developer & QA Analyst -- Wiley / Elsevier | 2020 – 2022 | E-publishing

Performed XML development, content validation, quality assurance testing, and compliance verification for publishing and content management processes.

Network Administrator Trainee -- Extraviz Solutions | 2020 | Network Intern

Supported Microsoft 365 administration, VoIP configuration, user management, and basic network infrastructure maintenance.

EDUCATION

M.Tech – Network & Information Security -- Pondicherry University

B.Tech – Computer Science & Engineering -- Christ College of Engineering & Technology

CERTIFICATIONS

AWS Certified Solutions Architect – Associate
