EZRA ANANDARAJ

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PROFESSIONAL SUMMARY

Network Operations Engineer experienced in data center operations, network implementation, infrastructure monitoring, and troubleshooting. Skilled in network connectivity validation, incident and change management, and monitoring tools including Dynatrace, BigPanda, and ServiceNow. AWS Certified Solutions Architect – Associate with an M.Tech in Network & Information Security.

TECHNICAL SKILLS

Networking: TCP/IP, VLANs, subnetting, DNS, DHCP, NAT, OSI model, Layer 2 troubleshooting, routing fundamentals, connectivity validation

Network Platforms: Juniper switches, Cisco switches, Palo Alto Networks firewalls, Opengear, ZPE Systems

Upgrades & Implementation: Palo Alto firewall software upgrades, Juniper switch software upgrades, Junos Space, CLI, switch provisioning, uplink connections, post-upgrade validation

Monitoring & Observability: Dynatrace, BigPanda, OneAgent deployment, alert tuning, threshold optimization, root cause analysis

IT Operations: ServiceNow, incident management, change tasks (CTASKs), release tasks (RTASKs), service requests (SCTASKs), maintenance-window support

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

PROFESSIONAL EXPERIENCE

Software Engineer | Trianz Solutions Pvt Ltd | January 2024–Present | Chennai, India

Equinix Gen-GDC — Gen Implementation Engineer | December 2025–Present

• Performed Palo Alto Networks firewall software upgrades across multiple sites, including active and passive firewalls.

• Upgraded Juniper switches across multiple sites using Junos Space and CLI.

• Validated device health, interface status, and network connectivity after upgrades.

• Handled switch port provisioning, VLAN validation, and connectivity checks across data center environments.

• Troubleshot host reachability, packet loss, and VLAN-related connectivity issues.

• Supported network operations across Juniper, Cisco, Palo Alto Networks, Opengear, and ZPE platforms.

• Executed implementation activities through ServiceNow in accordance with approved change procedures and maintenance windows.

Key Project Achievement: MB2 Phase 2 Onsite Network Deployment — Equinix Data Center, Mumbai

• Executed onsite network deployment across five floors at the Equinix MB2 data center in Mumbai, covering NIR and NER rooms.

• Performed rack-and-stack, cabling, cable dressing, labeling, and uplink connections.

• Configured network switches and completed implementation checks.

• Worked with network infrastructure comprising five access switches and two core switches.

• Verified device status, interfaces, and network connectivity after deployment.

Kaiser Permanente — Infrastructure Monitoring Engineer | January 2024–December 2025

• Monitored enterprise infrastructure health and performance using Dynatrace.

• Used BigPanda for alert monitoring and event correlation to support incident identification.

• Managed ServiceNow incidents, change tasks (CTASKs), and release tasks (RTASKs) within operational procedures.

• Investigated infrastructure alerts and supported troubleshooting and escalation.

• Supported monitoring across Linux, Windows, AIX, Solaris, and Citrix environments.

PREVIOUS EXPERIENCE

Finance Analyst / Manager | BYJU'S Think & Learn Pvt Ltd | 2022–2023

Managed financial operations, reporting, KPI tracking, and stakeholder coordination.

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

Performed XML development, content validation, quality assurance testing, and compliance verification.

Network Administrator Trainee | Extraviz Solutions | 2020

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

EDUCATION

M.Tech – Network & Information Security | Pondicherry University

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

CERTIFICATION

AWS Certified Solutions Architect – Associate