

Maya Menon

Summary

- Over 6 years experience in the field of teaching students
- Over 9 years experience in the field of Information Technology
- Excellent knowledge of Cisco routers, switches and load balancers
- Excellent programming and troubleshooting skills
- Expertise in installing, configuring and maintaining customer networks
- Excellent communication and presentation skills
- Highly consistent performer, often over-achieving individual as well as team targets

Teaching Experience

Cochin University of Science and Technology, Kochi, India Guest Lecturer, Department of IT, School of Engineering

- Github Campus Advisor
- DSC Faculty Advisor
- IEEE Education Society Design and Publicity Chair
- Held CISCO network programming and IoT workshops for students from CUSAT, RIT Kottayam and THDC Uttarakhand
- Held FDPs on CISCO networks, cloud computing and wireless networks at CUSAT
- Teaching Internet of Things, Advanced Computer Networks and Adhoc Wireless Networks to M.Tech CS and IT students
- Teaching DevOps, Network Security, Agile Project Management, Cloud Computing, Wireless Networks and soft skills development to B.Tech IT students
- Taking sessions for Universal Human Values, English Proficiency and Life Skills as a part of induction program for Semester 1 B.Tech students of all branches

Bhavans Varuna Vidyalaya, Kochi, India Volunteer Teacher

- Teaching Artificial Intelligence to students of class 8th.
- Teaching Life Skills, Personality Development and Spoken English for all classes (1 to 12)
- Career counselling sessions for classes 9th, 10th, 11th and 12th

NANMA NGO, Kochi, India Volunteer Teacher

- Teaching Spoken English to various government schools' students of class 8th

Professional Experience

Mind Empowered Charitable Trust (NGO) Founder

- Create mental and physical health awareness as well as personality development of youth and women
- Take soft skills workshops on spoken english, time management, self confidence, conflict resolution, team building, leadership and stress management
- Take placement oriented workshops on resume writing, body language, group discussions and interview skills
- Take technical workshops on cisco router and switch programming, computer networking, cloud computing, agile methodology and devops engineering

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StratG, India Network Consultant

- Provide network consulting and advisory services to small and medium sized companies

AT&T, USA Network Engineer

- Provide operational support for switches and load balancers in Disney's networks
- Configure and troubleshoot services and content rules for Cisco CSS 11500 load balancers
- Configure and troubleshoot production, backup and administrative connections for Disney
- Perform after hours load balancer and switch activations
- Patch server side and switch side connections

Innovate Minds Inc., USA Network Consultant

- Plan and design the entire LAN for the newly relocated office
- Configure servers, routers, switches and end user workstations
- Perform internal network upgrades
- Perform ISDN testing to ensure backup connectivity in case of primary link failures

Telstra Corporation Ltd., Melbourne, Australia Technical Specialist

- Provide operational support for all customer LAN/WAN Telstra networks
- Install, configure, maintain and troubleshoot Cisco routers and Cisco switches remotely
- Build Frame Relay and BDSL ports along with Access lists, DHCP, SNMP, etc
- Troubleshoot client networks running routing protocols like RIPv2, OSPF, EIGRP and BGP
- Perform real-time client network upgrades with minimum disruption to normal user operations
- Perform escalations for high priority customer orders
- Mentor new staff

Pracom Ltd.(Optus), Melbourne, Australia Technical Support Consultant

- Provide residential and business customers with Optus landline and internet connections
- Responsible for meeting daily sales target as well as provide technical support to customers
- Troubleshoot and help resolve customer LAN issues via phone

CMC Ltd.(Subsidiary of TCS), New Delhi, India Software Support Consultant

- Automate all the operations of public insurance companies across Delhi region
- Provide client site support for 2 weeks after product installation and user training
- Perform on call site visits across Delhi region to troubleshoot and resolve client network issues

Education

- **Masters in Information Technology** (75.6%)
Monash University, Melbourne, Australia
- **Bachelor of Engineering in Information Technology** (76.2%)
Cochin University of Science and Technology, Cochin, India