Lakshya Saini

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ABOUT ME

Worked for 11+ years at Cisco TAC utilising a practical and logical approach to problem-solving, leveraging analytical thinking to deliver effective solutions while managing high-pressure situations with ease.
I am always exploring new open source projects and working on my home lab setup where I host personal projects like my website and home automations.

WORK EXPERIENCE

New Era Technology - Belgium
Senior Network and Security Engineer   [Jul 2025 – Current]

• Working in a multi-vendor networking environment such as Cisco, Palo Alto, Fortinet, Juniper, etc.
• Provide assistance to customers in various tasks such as designing, migrating, upgrading, troubleshooting, etc for their networks and devices.
• Working with customers providing remote and on-site assistance as required.
• Communicate with vendors as required to report bugs in products, request additional technical assistance, etc

Cisco Systems - Belgium
Senior Technical Consulting Engineer - Cisco TAC   [Sep 2017 – Mar 2025]

• Assisting Cisco partners and customers in configuration and troubleshooting Datacenter Management products such as DCNM, Nexus Dashboard and Intersight.
• Setting up lab-recreates for simulating customer environment to analyse problems and identify solutions.
• Collaborate with different technical teams and customer account stakeholders to ensure proper communication and updates are provided in a timely and clear manner.
• Working with the Cisco Business Unit and Developers to enhance and fix broken product features.
• File bugs for customers and developers to work on broken features at the core level.
• Interviewing candidates, mentoring and provide training to new hires.
• Creating and modifying documentation to provide better resources for customers about products and their use/configuration/troubleshooting.

XPE Group NV - Belgium
Customer Support Engineer - Cisco TAC   [May 2016 – Aug 2017]

• Assisting Cisco partners and customers in configuration and troubleshooting network issues related to Wireless Connectivity.
• Troubleshooting WLC/AP/MSE/CMX crashes, recovery and upgrades.
• Supporting products such as Prime Infrastructure, DNA Center / Catalyst Center and DNA Spaces.
• Handle escalations from Tier 1/2 engineers for working on complex customer environments.
• Setting up lab-recreates for simulating customer environment to analyse problems and identify solutions.

Aricent Technologies - India
Network Engineer - Cisco TAC   [Oct 2013 – Dec 2015]

• Assisting Cisco partners and customers in configuration and troubleshooting network issues related to Authentications, Authorizations, Accounting, Routing, Switching and Wireless Connectivity.
• Troubleshooting - WLC/AP crashes, recovery and upgrades. ACS, ISE, Routers, Switches and Firewall issues caused or related to AAA.
• Setting up lab-recreates for simulating customer environment to analyse problems and identify solutions.

Prometric Testing Pvt Ltd - India
Global Test Center Support Analyst   [May 2012 – Oct 2013]

• Work on Prometric Testing Center Servers making sure they function properly and acting as a Primary Interface between the Business and Operations Teams for all Live Incidents.
• Escalate incidents, problems, and requests that cannot be resolved by the Helpdesk to the appropriate Service Delivery team, and monitor progress.
• Providing training to new recruits about the process knowledge.

EDUCATION AND TRAINING

Bachelor of Computer Application
Guru Gobind Singh Indraprastha University - India [2007 – 2011]

Fortinet Certified Associate in Cybersecurity - 2025

VMware Certified Professional (VCP-DCV 2024) - 2025

Certified Kubernetes Administrator - 2023

Cisco Certified DevNet Associate - 2019

Cisco Certified Internetwork Expert (CCIE) Wireless # 61776 - 2018

MCSA: Windows Server 2012 - 2015

CompTIA Linux+ - 2015

CompTIA Security+ - 2014

Red Hat Certified Engineer (RHCE) - 2010

PROFESSIONAL SKILLS

Virtualization
VMware / Proxmox / VirtualBox / KVM

Containerization
Docker / Kubernetes

Operating Systems
Linux / Windows

Computer Networking
AAA / Wireless / DHCP / DNS / NTP / FTP/TFTP/SFTP/SCP / SSH / QoS / TCP/IP / SNMP / Syslog / Packet Capturing / SSL/TLS

PERSONAL SKILLS

Analytical / Communication / Independent and Collaborative / Critical Thinking / Result Oriented

LANGUAGE SKILLS

Mother tongue: English
Basic (A2): Nederlands
Independent (B2): Hindi

HOBBIES AND INTERESTS

Working on my Home Lab setup - Exploring and testing new concepts and technologies for personal projects
Watching F1, Football, Listening to Music
Traveling, Cooking
PC Gaming, Board Games, Puzzles, Lego