

Sonu Singh

Technical Account Manager · Network Security · Observability

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Network security and technical account management professional with 10+ years across enterprise networking, firewall security, cloud platforms, observability, and technical consulting.

EXPERIENCE

Technical Account Manager · ThousandEyes

Aug 2022 — Present

Cisco Systems · Kraków, Poland

- Align technical account strategies with customer priorities, infrastructure needs, operational objectives, and ThousandEyes adoption goals.
- Design and optimize end-to-end observability with ThousandEyes, Splunk, Grafana, OpenTelemetry, webhooks, SD-WAN, and Dynatrace; advise on instrumentation, telemetry pipelines, and monitoring practices.
- Lead proactive health checks, architecture reviews, optimization assessments, workshops, and enablement to surface risks and help teams realize platform value.
- Coordinate complex escalations and root-cause investigations with customers and Support, Product, Engineering, SRE, DevOps, Platform Engineering, and Development teams; share recurring needs to inform product improvements.

Technical Support Engineer

Feb 2020 — Jun 2022

StarLink · Dubai, UAE

- Resolved approximately 70% of Palo Alto Firewall and Panorama support incidents within 24 hours.
- Delivered L2/L3 enterprise network and security support for Palo Alto Networks NGFW and Panorama, including policies, NAT, GlobalProtect, VPN, URL Filtering, and threat prevention.
- Implemented approved changes and troubleshoot complex incidents through recovery and root-cause analysis using logs, packet captures, and configuration analysis.
- Communicated with customers, identified risk, and recommended firewall and cybersecurity improvements while coordinating escalations.

Technical Solution Engineer

Jul 2018 — Jan 2020

Barracuda Networks India Pvt. Ltd. · India

- Supported Barracuda NextGen and CloudGen Firewall customers in a 24x7x365 technical support environment.
- Troubleshoot firewall configuration, routing, connectivity, and performance issues using packet captures and log analysis.
- Supported firewall deployments and configurations across AWS, Microsoft Azure, and GCP, from implementation through operations.
- Managed customer cases, communicated progress against service-level commitments, led root-cause analysis, and recommended configuration and security improvements.

Support Engineer

Jan 2016 — Oct 2018

Helloclass · Bengaluru, India

- Managed and configured enterprise network and security infrastructure across multi-site environments.
- Supported Juniper SRX, Palo Alto, Cisco ASA, Cisco Meraki, and Cisco network devices.
- Worked with customers and internal IT teams to troubleshoot critical network issues and maintain service availability.
- Used Wireshark and TCPDump to diagnose connectivity, latency, and performance problems.

SELECTED PROJECT

7LayerX — Engineering knowledge platform <https://www.7layerx.com/>

Creator and builder. The live platform brings those resources together. Practical notes, hands-on labs, and small tools for the networks and infrastructure underneath modern work. Explore networking, security, observability, cloud, DevOps, Linux, and AI—one layer at a time.

SKILLS

Observability: Cisco ThousandEyes · Splunk · SolarWinds · Grafana · Monitoring strategy · Telemetry & dashboards · Performance analysis

Networking: TCP/IP · DNS & DHCP · Email Security Gateway · HTTP/S · Routing & switching · IPsec VPN · IKEv1/IKEv2 · SD-WAN · Wireshark · TCPDump · Packet capture

Security: Palo Alto Firewall & Panorama · Barracuda CloudGen · Juniper SRX · Cisco ASA & Meraki · Forescout NAC · IDS/IPS · SSL/TLS · 802.1X · GlobalProtect · URL Filtering & Content-ID

Cloud & Automation: AWS · Azure · GCP · Linux / Red Hat · Ansible · Docker · Kubernetes · Python · Blue Prism process automation · SaaS security

AI & monitoring: Built a ThousandEyes Alert Analysis skill · Built an API-driven MCP server for monitoring

CERTIFICATIONS

Cisco AI Technical Practitioner (AITECH) · Data Science @ Cisco: Generative AI Blue Belt (2025) · Cisco Certified DevNet Associate · Cisco Certified Specialist — Enterprise Network Assurance · Palo Alto Networks PCSE · Palo Alto Networks Prisma Access — SASE · Barracuda NextGen Firewall Certification · Barracuda CloudGen Firewall · Juniper JNCIA — Security · Red Hat Certified System Administrator (RHCSA) · Forescout FSCA · NVIDIA AI Infrastructure and Operations Fundamentals

RECOGNITION

Excellent Performance and Contribution — StarLink FY21

EDUCATION

Bachelor of Technology — Electronics and Communication Engineering

Jaypee University of Engineering and Technology · 2011 — 2015