Dhana Soundarya Inaganti

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Summary

Strategic Data Centre Consulting professional at Cisco, known for leading global teams and operational excellence. Expertise in handling complex escalations, delivering tailored solutions, streamlining processes, and enhancing customer experience.

Professional Experience

Datacentre Technical Consulting Engineer: Cisco ACI | Cisco Systems | Bangalore

- Recognised expert in Data Centre technologies with a CCIE Data Centre certification; led resolution of 50+ executive escalations as a High Tough Technical Engineer (HTTS) and 70+ escalations as a senior engineer across the APJC region, including executive-level cases for major financial institutions, corporates and telecom operators.
- Delivered strategic, data-driven solutions for 150+ complex cases per quarter, for Cisco's next-gen SDN platform (Application Centric Infrastructure) to enhance network performance and reliability for enterprise clients.
- Honoured with 30+ awards under Cisco's global "Connected Recognition" program for excellence in customer success, collaboration, and technical leadership.
- Trusted advisor to global clients including Reliance Industries, NSE, HDFC Bank, Rakuten Mobile, Allianz, and Standard Chartered Bank.

Team Lead: ACI | Cisco Systems | Bangalore

- Led daily operational execution and problem-solving for a 20-member technical team, ensuring consistent delivery of high-quality service and customer experience.
- Spearheaded talent acquisition efforts by conducting 30+ technical interviews over 2.5 years, participating in four university recruitment drives, and mentoring 10+ new hires across technical and process domains.
- Drove quality assurance initiatives by coordinating with 20+ engineers and clients to align operations with key performance metrics and enhance customer satisfaction.
- Partnered with team leads across four global regions to co-develop standardised workflows, redefine roles, and implement cross-regional strategies for a newly formed global team of 80+ engineers.

Datacenter Technical Consulting Engineer: Nexus | Cisco Systems | Bangalore

- Resolved high-priority customer escalations across diverse industries by delivering solutions across five Nexus product lines within Cisco's Data Centre portfolio, strengthening client trust and retention.
- Partnered cross-functionally with 4+ departments to conduct root cause analypsis and publish failure analysis reports on 30+ complex cases, driving product improvement and reducing recurrence.
- Delivered tailored technical resolutions for 150+ cases per quarter, contributing to operational stability and enhanced customer satisfaction.
- Designed detection logic for 50+ critical bugs using Diagnostic Signatures, enabling faster resolution for over 250 engineers and improving system-wide efficiency.
- Automated hardware fault detection through the Auto-RMA tool, reducing manual service requests and preventing 10,000+ unnecessary hardware returns, significantly boosting service efficiency and customer experience.
- Authored three technical publications (internal and external) with over 300 combined views, showcasing thought leadership in next-gen data centre technologies.
- Supported talent development by conducting 10+ lateral interviews and hiring through India's Government Apprentice Program, advancing employability and technical workforce readiness
- Honoured with the **"Outstanding Performance and Contribution to CX APJC"** award for exceptional delivery, innovation, and customer impact.
- Served notable clients including FIS Global, Reliance Jio, Bharti Airtel, NSE, Harman Technologies, and JetBlue Airlines.

Education

- **Bachelor of Technology (Electronics and Communication Engineer) - *SRM Institute Of Science & Technology, Kattankulathur | India***

Accomplishments and Awards

- **Going Above Dnd Beyond- 2024, Cisco Systems:** "Going over and beyond" is a category of internal awards given to professionals who are proactive and perform on a level that contributes to the whole team and is not just profitable to themselves. I have received this recognition multiple times over the years, sometimes in my capacity as a senior engineer and sometimes as a team lead.
- **Outstanding performance and contribution- 2019, Cisco Systems:** This award is presented to individuals who were top performers for that quarter. The standard is set by metrics achievement, client feedback, individuality and team spirit.

License & Certifications

- KPMG Lean Six Sigma Green Belt
- CCIE #67073, Cisco Systems
- AWS: Amazon Web Services Cloud Practitioner
- AWS Certified Solutions Architect – Associate
- Cisco Certified Network Professional Data Centre
- Cisco Certified Interviewer Training

Co/Extra-curricular

- **Cisco: Outstanding performance and contribution to CX APJC under the People and Culture category:** This award is to recognise the efforts of the individual in embracing company culture by establishing various programs.
- **Cisco Volunteering:** Active volunteer for Cisco CSR activities such as visits to Old age homes, blood donation camps, Tactile making, etc.
- **Google Students Club (GSC), SRM University:** Business Domain, Member of Google Students Club (GSC)
- **Curriculum Development for BHUMI**: NGO for underprivileged children: Instrumental in framing and finalising the science content for the Little Einsteins Science Program (Hyderabad Chapter). Created over 60 hours of content