

KAJA MAIDEEN HAJI

**kaja.maideen.haji@gmail.com**

**Network Infrastructure Management Specialist**



**EXPERTISE**

Network Infrastructure Network protocols Wired and Wireless CISCO Network devices CISCO IOS® & Tools Research Lab Admin Information Security Network Strategy Planning

Project Management

Business Analysis

Analytical Skills

Quality Assurance

Leadership Acumen

**PROFILE SUMMARY**

* Having **more than 10 years** of total experience in Computer Networking, IT and Embedded Systems on various positions.
* Around 9 years of work experience with technical experts and team members in **Cisco Systems Inc., CA, USA** and **Bangalore, India** from offshore.
* Handled multiple teams as **Escalation Engineer** and led a Network Protocol Testing team as **Team Lead**.
* Exceptional record of Team Leading with professional approach, good interpersonal and communication skills with team building nature and handled teams located across the globe.
* Worked as **Project Quality Analyst (PQA)** and have good exposure to Quality Processes, Industry Standards and Information Security (**InfoSec**) guidelines.
* Having extensive experience as **CISCO Research laboratory Admin** with more than 200 hardware platforms including Cisco Routers, Switches with Linux, Solaris and Windows Servers.
* Expertise in wide variety of CISCO Network products like Routers, Switches, Firewalls, Wireless Access Points, AAA Servers, Voice Solutions, Network Management Software and Access Technologies.
* Proficient in testing various TCP/IP Network Protocols in Cisco IOS® that includes LAN, WAN, Voice, Wireless, Access Protocols and Routing Protocols.
* Hands on Experience in using variety of Network Traffic Generators like Ixia, Spirent, and Agilent.
* Experience in analysing Network Traffic Pattern with Network Protocol Analysers like OmniPeek (AeroPeek for Wireless Networks), Wireshark.
* Involved in Black box Testing, White box Testing, Systems Testing, POC etc.
* Completed CCNA and preparing for other certifications.
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|  |  |  |  | **TECHNICAL SKILLS** |  |  |
|  |  | **Protocols** | **TCP/IP Suite,** DHCP, DNS, Telnet, FTP, TFTP, SSH, SNMP |  |  |
|  |  |  |  |  |  |
|  |  | **Routing** | EIGRP, OSPF, BGP, RIPv1 and v2 |  |  |
|  |  |  |  |  |
|  |  | **Switching / LAN** | Ethernet, VLAN, VTP, STP, MSTP, RSTP, HSRP, VRRP, GLBP, 802.1x, Etherchannel |  |
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|  |  | **WAN** |  | PPP, Serial, HDLC, ISDN-BRI, T1/E1, T3/E3, DSL, ADSL, SDSL, ATM, VPDN, AAA |  |
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|  |  | **Access** |  | TTY, VTY, Modems (Analog and Digital) |  |  |
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|  |  | **Security** | ACL, NAT, VPN |  |  |
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|  |  | **Routers** |  | Cisco 8xx (both ISR-G1 and G2), 18xx, 19xx, 26xx, 28xx, 29xx, 36xx, 37xx, 38xx, 39xx, |  |
|  |  |  |  | Cisco 72xx, 73xx, 76xx, 10K |  |  |
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|  |  | **Switches** | Cisco 2950, 2960, 3550, 3560, Cat 4K, Cat 6500 |  |  |
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|  |  | **Wireless** | Cisco 32xx (ISR), WLC in SME module for ISR-G2 (29xx, 39xx) |  |  |
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|  |  | **Firewall** | Cisco ASA 5500 |  |  |
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|  |  | **Cisco IOS®** | 12.2x, 12,2Sx, 12.3x, 12.4x, 15.x, PIX OS 8.x and Cat OS |  |  |
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|  |  | **Cisco Tools** | Cisco Security Device Manager (SDM), Cisco Prime 4.x / CiscoWorks 4.x, Cisco Unified |  |
|  |  |  |  | Call Manager (CUCM) / Cisco Call Manager (CCM) |  |  |
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|  |  | **Traffic Generators** | Ixia, Spirent (SmartBits with SmartFlow, SmartWindow and TestCenter), Agilent |  |
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|  |  | **Network Tools** | Wireshark / Ethreal, WildPackets OmniPeek, Colasoft PacketPlayer |  |
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|  |  | **OS Servers** | RedHat Linux 9.0, RedHat Enterprise Linux 4, Ubuntu 10.04 – 14.04, Solaris 8-11, |  |
|  |  |  |  | Windows Server 2000, 2003, Workstation XP, 7, 8.x |  |  |
|  |  | **Office Tools** | MS Office (2003 – 2013), OpenOffice / LibreOffice |  |  |
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|  |  | **Scripting** | TCL, Expect |  |  |
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|  |  | **Ver. Control** | CVS, Clearcase, Clockworks |  |  |
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|  |  | **AAA Servers** | RADIUS (Merit 3.6, Livingston 2.0, Ascend), TACACS+, Cisco Access Register (AR), |  |
|  |  |  |  | Cisco Access Control System (ACS), Cisco Resource Policy Management System (RPMS) |  |
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|  |  |  |  | **PROFESSIONAL EXPERIENCE** |  |  |
|  |  | **Company: Shine Systems and Solutions, Chennai, INDIA.** | **AUG 2013 – JUL 2015** |  |
|  |  | **Client** | **: Multiple SMB Clients, Chennai, INDIA.** |  |  |
|  |  | **Role** | **: Freelance Network Consultant** |  |  |



**Responsibilities:**

* Consulting and helping Small and Medium Business (SMB) Clients to plan their Network and IT infrastructure in optimal, safe and secure way based on their business needs.
* Coordinating in requirement specification, design, purchasing and implementing the solutions.
* Helping to implement the solutions in optimal way, thereby reducing delays and troubleshoot the problems during execution.

**Company: HCL Technologies Ltd., (Cisco Offshore Development), Chennai, INDIA.** **AUG 2004 – JUL 2013**

**Client : Access Technology Group, Cisco Systems Inc., CA, USA.**

**Role** **: Escalation Engineer / Lead Engineer (MAY 2009 – JUL 2013)**

**Responsibilities:**

* **Handling CAP, Severity 1 and Priority 1 cases** reported by the Cisco Customers, responding promptly andsupporting them Round the Clock.
* **Coordinating** different teams like **Cisco Engineering Development, Cisco TAC and Cisco Testing teams** in order toresolve the customer problems in a timely manner.
* **Simulating Real Time customer environments** with available hardware and software resources in the local labs,identifying different symptoms and actual root cause of the problems.
* **Working with Cisco TAC on complex Customer Simulations, getting Cisco or Other Vendor devices**, software thatare required for case resolution.
* Working with Customer Engineers and **Troubleshooting on the Customer Networks** after scheduling downtime in customer locations.
* Checking team’s common case list (bug queue), helping and coordinating with the Engineering Development and

TAC teams on resolving Customer Found Defects in order to avoid future customer escalations.

* Maintaining individual case list (bug queue) on hot issues, recreating the bugs in the local lab and helping the Development team to resolve them quickly.
* Attending **Weekly-Conference Calls with Cisco Managers in San Jose, CA, USA and in Bangalore, INDIA** and updating them about the actual progress on Customer cases.
* **Getting updates (TOI) on new Cisco Engineering Developments** like Latest Router Platforms, Interface Cards andNetwork Modules to support the customers effectively.
* **Ordering new hardware requirements** like Latest Routers, Interface cards, Network Modules after identifying andcollecting team requirements, on Quarterly Budget.
* **Being the Lab Admin for the entire team**, keeping all the systems and services up and running like FTP, TFTP, andDHCP Servers, Traffic Generators etc.
* **Being responsible for 3 Cisco Internal Teams**, helping other Cisco Teams in San Jose, CA, USA and Bangalore,INDIA on top customer cases.
* **Coordinating with Cisco Infrastructure Teams (Cisco IT)** to align the internal lab with Cisco Standard Procedures.
* Keeping Local Lab Inventory up-to-date with hardware (Cisco Routers, Switches, Linux, Windows Servers, Cisco Call Manager, Simulators, and Traffic Generators) and software package details (Packet Analyzers and different emulating software etc.)
* Helping the teams to support all ISR-G1 (800, 1800, 2800, and 3800), ISR-G2 (800, 1900, 2900 and 3900) and legacy platforms (2600, 3600, 3700) with all the supported cards and modules for Ethernet, Wireless, Crypto, ATM, DSL, Serial and Voice related customer cases.
* **Training and mentoring new resources** on router and switch configurations, traffic generators’ configurations andlab related activities.

**Client : Automated Test Center (Formerly Automated Regression Facility), Cisco Systems Inc., CA, USA.**

**Role** **: Team Lead / Lead Engineer (JULY 2007 – APR 2009)**

**Responsibilities:**

* Testing Layer2/Layer3 protocols in Cisco IOS® software for Dial and Carrier Services iEdge Technology Area.
* Taking up new testbeds and integrating them for regression testing.
* Including new technology area scripts into production and covering more features during regression testing for Cisco IOS®
* Finding defects, reporting them and follow-up with all the reported defects until they come to a closed state.
* Manually configuring the devices like Routers, Switches, AAA servers and providing details if they are asked by Development teams.
* Starting up new initiatives like different types of testing to find more defects.
* Following up with Customer Engineers for Customer Found Defects and helping them to resolve the defects quickly.
* Being a Project Quality Analyst (PQA) and Software Configuration Management (SCM) facilitator, taking care of quality of the deliverables and processes followed in the project.
* Conducting / Participating in Internal audits for Project deliverables, Process adherence and information security (InfoSec) awareness.
* Knowledge sharing thru Presentations on Technical subjects, Quality and Processes.
* Mentoring / training new resources.
* Participating in OPS reviews about the project status and progress.
* Started many new initiatives like White box testing, Random testing etc.
* Analyzing, Verifying and improving Code coverage for Cisco IOS® components thru different tools like CFlow and CTC++.
* Working closely with Customer Managers and Engineers to update the progress of project and also monitoring the progress of team members.

**Client : Automated Test Center (Formerly Automated Regression Facility), Cisco Systems Inc., CA, USA.**

**Role** **: Regression Test Engineer / Member Technical Staff (MAR 2005 – JUN 2007)**

**Responsibilities:**

* Testing Layer2/Layer3 protocols in Cisco IOS® software.
* Taking up new testbeds and integrating them for regression testing.
* Finding more defects, reporting them and follow-up all the reported defects.
* Manually configuring the devices like Routers, Switches, AAA servers and providing details.
* Following up with Customer Engineers for Customer Found Defects and helping them.
* Analyzing, Verifying and improving Code coverage for Cisco IOS® components thru CFlow and CTC++.
* Following up with Customer Engineers for Customer Found Defects and helping them to resolve the defects quickly.

**Client : Voice Technology Solutions, Cisco Systems Inc., CA, USA.**

**Role** **: Test Engineer / Member Technical Staff (AUG 2004 – FEB 2005)**

**Responsibilities:**

* Testing Cisco internal voice testing tool manually that will help other teams to test Cisco IOS® voice features without external voice tools.
* Collecting all Routers, Network Modules and Port Adapter details that are used with the voice tool in other test teams’ lab setup.
* To come up with a consolidated testbed(s) that will simulate all testing teams’ topologies.
* Running regressions for newer versions, detecting defects and cleaning up test reports.
* Providing support to other testing teams about the usage of the testing tool.

**Company: KVG Infotech Pvt Ltd., Bangalore, INDIA.** **JAN 2003 – AUG 2004**

**Client : KVG Infotech Pvt Ltd., (Internal Projects).**

**Role** **: Embedded Systems Engineer**

**Responsibilities:**

* Developing and testing network drivers for embedded applications that are based on microcontrollers.
* Experimenting with various SystemV IPC methods in Linux Kernel 2.6.
* Experimenting with different options to implement given requirements in various methods and on various platforms.
* Teaching, Training and mentoring new resources.
* Maintaining lab network, systems with required software.

**Awards and Appreciations:**

* Got Special Appreciations from different TAC Team Managers for solving escalated issues across different teams on multiple platforms and for timely help.
* Got Special Appreciations from internal teams and local management for efficient Lab Design and re-structuring.
* Got SPARC award from Cisco Managers for completing new testbed takeovers in timely manner that was stretching over a period of more than 2 years.
* Got special appreciations from Senior Cisco Manager for initiating White box testing in an Offshore Regression team that had been originally following Black box testing model.

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|  |  | **EDUCATION / CERTIFICATIONS** |  |  |
|  |  **Bachelor of Engineering** in **Computer Science and Engineering** with **68%** | **(1999 – 2002)** |
|  | Noorul Islam College of Engineering, M.S.University, Tamil Nadu, INDIA. |  |  |
|  |  **Diploma in Electronics and Communication Engineering** with **90%** | **(1996 – 1999)** |
|  | State Board of Technical Education, Tamil Nadu, INDIA. |  |  |
|  |  **Secondary School (SSLC)** with **85%** in State Board, Tamil Nadu, INDIA. | **(1995 – 1996)** |
|  |  **Cisco Certified Network Associate (CCNA)** valid until SEP-2016. |  |  |
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|  |  | **ACADEMIC PROJECTS** |  |  |
|  | **Name:** | **Remote System Monitoring** |  |  |
|  | **Role:** | Concept design, Database design and Development |  |  |
|  | **Done** at**:** | Berlin Software (I) Pvt Ltd., Nungambakkam, Chennai, INDIA. |  |  |
|  | **Period:** | January 2002 |  |  |
|  | **Description:** | This software was designed to monitor remote systems connected to a network and it was based on |

Client-Server technology. It had 4 different modules based on the functionality named Resource Monitoring, Log Database maintenance, Multipage view and Multi monitoring view.

**Name:** **Network Filter Design in C**

**Role:** Concept design and Development

**Done at:** MSPVL Polytechnic, Tirunelveli, Tamil Nadu, INDIA.

**Period:** April 1999

**Description:** This project is dealt with designing of communication network filters like Constant-K and M-derived

filters to segregate frequency based on the range like High-pass filter, Low-pass filter, Band pass filter and Band stop filter. This project was developed in C and might be useful for students to design communication filters.

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|  |  | **PERSONAL DETAILS** |
|  | **Full Name:** | **KAJA MAIDEEN HAJI MOHAMED HANEEFA** |
|  | **Date of Birth:** | 04-01-1981 |  |
|  | **Marital Status:** Married |
|  | **Religion:** | Islam |
|  | **Nationality:** | Indian |
|  | **Visa:** | Visit Visa until 29th OCT-2015 |
|  | **References:** | Available on request |
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