**Profile:**

Certified Network Engineer with experience in support, documentation, configuration and management. Possess excellent working knowledge of networking technologies, ability to leverage operations and technology to exceed business objectives. I am looking for a suitable position with an organization that will utilize my skills, knowledge and will give me the opportunity to develop, grow and contribute at the same time.

**Skills:**

**Projects**

* Planned and Co-ordinated complete fiber ring re-routing activity for Islamabad, Pakistan;
* Worked on Etisalat-Ufone nationwide franchise and call center infrastructure swap. Completed the RMAs for malfunctioned nodes;
* Assisted in commissioning of SolarWinds based NMS solution for internal and external network management in Nayatel.

**Network Hardware**

* Well versed with Cisco 7600, ISR 2911, ASR 1006 & 9010, Catalyst 2960 & 3560 switches, Nexus 2000/5000/7000 and Cisco ASA 5585, 5555-X Adaptive Security Appliances;
* Juniper M7i, J6350 and SRX650 services gateway;
* Replaced existing call center Nortel/Brocade switches with Cisco 2960.

**Configuration**

* Knowledge of routing and switching protocols. Implemented OSPF for inter-area connectivity of commercial sites;
* Completed configuration for over 30 customers’ connectivity on MPLS L2/L3 vpn. Configuration for LAN switches, vlans, trunking, vrrp and port-security.

**Network Management**

* Implemented SolarWinds based NMS solution for 1500+ nodes. Configured alerts and KPI reports;
* Configured syslog based monitoring for Access layer. This ensured effective physical layer fault isolation and escalation for fiber network.
* Grasp on working and configuration of Netflow, Wireshark, Prtg, Iperf for bandwidth monitoring and management.

**Documentation and Reporting**

* Proficient in Office Suite especially Excel spreadsheets, pivot tables, vlookup and macros;
* Wrote two technical manuals for end users which helped decrease the online trouble tickets logged by as much as 10%. I was awarded Best Customer Services award in 2014 on this achievement;
* Knowledge of ITIL incident, problem & change management. Hands-on experience with HP ITSM tool.

**Professional certifications and courses:**

* Cisco Certified Network Professional (Routing and Switching);
* Cisco Certified Network Associate (Routing and Switching);
* Juniper Networks Certified Internet Specialist (JNCIS-SP);
* Juniper Networks Certified Associate (JNCIA-Junos);
* Information Technology Infrastructure Library (ITIL-Foundation);
* SolarWinds Certified Professional;
* Bootcamp for Juniper Networks Certified Internet Specialist (Security).

**Work Experience:**

**Network Support Specialist | IBM** (Cisco & Juniper Partner)

Pakistan – since Oct, 2014

Responsible for providing 24/7 technical and operational support as IBM Resident Engineer to Ufone (an Etisalat group company) as per agreed SLA.

* Manage the complete IT setup in an environment of 2000 nationwide employees. Managed and optimized local area network performance for spanning tree, implemented high-availability, port-security, and ACLs;
* Collaborate with TAC teams to troubleshoot layer 2 or layer 3 network issues, upgradation of network hardware. Creating RMA for malfunctioned devices;
* Monitor day to day performance KPIs, generate and keep records, audit service logs and events. Implement network management, system troubleshooting and coordinate for resolutions. Maintaining Cisco WLAN and IP-telephony set-up;
* Co-ordinate with third party vendors for IPsec and extranet connectivity on ASA 5555 and SSG550. Provide technical support for Integration of VAS infrastructure with vendors’ servers. Managing network access for teams on enterprise firewall ASA 5585;
* Ensure security compliance on all nodes. Led the optimization and audit of NMS to maintain the network monitoring 24/7. Structured daily and weekly KPI reports and updated network drawings;
* Monitor and ensure successful replication between production and DR sites in different locations;
* Call Center and Service Centre network fault finding. Implemented migrations from E1 to Fast Ethernet.

**Network Engineer | Nayatel Pvt. Ltd**

Pakistan – Aug, 2012 - Oct, 2014

Nayatel is South Asia’s first fiber to home triple-play services provider. I was part of seven person team, working as 24/7 network operation and support for internal and external clients.

* Handled level II complaints of corporate clients, ensured proper trouble ticketing and resolution as per SLA agreements.
* Configure and troubleshoot Mpls L2/L3 VPNs for national/international banks and corporations.
* Troubleshooting Ospf and Bgp connectivity in network comprising six Cisco 7609 routers. Configure vlans, etherchannels for Cisco 3560, 2960 distribution and access switches. Setup access-lists and AAA profiles;
* Added and upgraded SolarWinds NMS platform for organization wide network monitoring, setup report scheduler to generate automated weekly/monthly traffic and health charts;
* Organized the network expansion and optimization activities in co-ordination with internal departments. Successfully implemented optical fiber re-routing plan during year long civil work on city’s metro;
* Network Assessment and Documentation (technical and operational). Build and maintain Visio documentation database of network topology. Help establish guidelines and standards for Change Management.

**Education:**

**University of Engineering and Technology**, Pakistan

*BS. Telecommunications Engineering (2008-2012)*

**First Name of Application CV No:** **1665708**

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