**Aamir**

**Summary**

A highly skilled Network Engineer with over 5 years of expertise in coordinating, implementing, and monitoring the Avaya, Cisco products. Having worked in Network Infrastructure projects with involvement in implementing Network Configurations and Implementation, I have acquired knowledge and honed skills in Switching, Routing, and Desktop Support. I am ambitious, dynamic, and result oriented and absolutely confident that if deemed for selection, would be an asset to your organization. My technical skills are backed by excellent communication skills, a strong conceptual base, and an inclination towards hard work.

**Technical Skills**

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| --- | --- |
| Operating System | Windows Server 2003, XP, Vista, 7 |
| Avaya | CMS, ASG, PBX and Intuity Voice Systems |
| Mail Client | Lotus Notes Client Administration |
| Routing | OSPF, EIGRP, RIP V1 &V2 |
| Switching | VLAN, VTP |
| Others | LAN Management, IP Addressing, ACL, NAT, PAT, DHCP |

**Training**

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| --- | --- | --- |
| CMC Limited, Chennai | Windows and Networking | March 2010 – June 2010 |
| NIIT, Chennai | CCNA | March 2009 – May 2009 |

**Work Experience**

**1. ORIGIN ITFS Pvt. Ltd (NETWORK ENGINEER) (NOVEMBER 2011 – December 2015)**

**CITIGROUP INC - GLOBAL NETWORK COMMAND CENTRE**

**PROCESS:** Voice SBCC – Standard Build Configuration Checklist review is a review being performed for the Voice Systems (PBX / Intuity / CMS) in order to ensure that all Voice Systems follow the Standard Build of Citi. The review is being done using an automated tool. A manual review will be performed by to determine, if Incomplete, Conditional and Fail items, meets the SBCC requirements. Items that will be determined as fails are subject for remediation and SBCC team will raise an RFC (Request for Change).

* Proposal of changes for voice systems in accordance to SBCC guidelines by raising RFC.
* Ensure that PCM procedures & configuration checklists are coherent, meet corporate and CTI policies & standards and are reflective of current system versions deployed
* Interact with the Global Voice teams to manage the timely execution and completion of compliance activities and remediation tasks
* Managed a team of 3 members by scheduling tasks and updating the reports to Senior Manager
* Train colleagues and new members in SBCC Process & CATE configuration standards pertaining to voice products
* Responsible for raising request for access to Software tools for new joiners.
* Responsible for generating reports on network failure and Performance issues.
* Pro-active monitoring and reconciliation of software configuration changes done on Citi network devices viz. Routers, Switches.
* Review configurations of voice infrastructures and proposal of changes for failed configurations determined in the review. Creating RFC for the changes to be made on failed parameters.
* Monitoring PBX, voicemail systems, and Call Management Systems (CMS)
* Monitoring all Avaya S8xxx PBX Servers and to check whether all devices are meeting Citi standards.
* Monitoring Avaya devices for APAC, NA, Europe and Latin America using Avaya monitoring tools.
* Review Voice System Configurations on a monthly basis to ensure that they meet SBCC requirements.
* Ensuring SBCC requirements for Web Server configurations and EC500 are met through a monthly review.
* Managing the basic security process of CMS and ASG guard devices through remote login, executing basic scripts and changes are made based on Citi standards.

**2. CMC LTD, BANGALORE (Associate IT Engineer-Contract Employee) (JULY 2010 – JULY 2011)**

1. **Indian Institute Of Science, Bangalore. (NOVEMBER 2010 – JULY 2011)**

* Creation and deletion of Wireless and VPN accounts in the Cisco ACS Server.
* Performed software installation and troubleshooting.
* Troubleshoot network connectivity, network printing and user access issues
* Provided hardware and networking support
* Configuring wireless setup on laptop
* Taking backup, Troubleshooting and up gradation of the switch and router IOS
* Static IP routing
* Provided first level support for router, switch and firewall administration, configuration and problem solving
* Dynamic IP routing with RIP,IGRP,EIGRP and OSPF
* LAN Technology-Ethernet and IP Addressing and designing for LAN/WAN
* Configuring access list
* Wireless configuration in **Cisco Aironet 1100 & 1200**(5,12 dbi antenna)
* Basic troubleshooting of network equipment’s like switch, access points
* Checking the link status of switch and checking working status of access points through monitoring tool

1. **Tata Consultancy Services, Bangalore (JULY 2010 – NOVEMBER 2010)**

**TCS Global Command Centre:**

* Administration and Troubleshooting of Lotus Notes client
* First point of contact for customers for initial problem recording and verification.
* Monitor all tickets for enterprise clients to ensure SLA's are achieved
* Administration and Troubleshooting of Same Time Instant Messaging application
* Provide status to customers on a regular time interval.
* Resolved technical problems by identifying and troubleshooting by them
* Troubleshooting System Account lockout Issues
* Closure of tickets with respect to users approval and getting feedback from users
* Periodically updating the ticket status
* Capable to communicate with user and solve their problems as fast as possible
* Good knowledge of desktop support
* Excellent communication and good customer service skills
* Reset password for System Login account issues
* Handling customer problem tickets on call and co-coordinating between teams for quick resolutions

**3. SAFAL TECHNOLOGIES (Hardware Trainee) (JUNE 2007 – MARCH 2010)**

* To replace all hardware equipment’s of customers desktop
* To provide structured cabling solutions for customer for voice and data
* Installation of operating system for users
* Installation and troubleshooting of anti-virus solutions

**Education**

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| --- | --- |
| Bachelor In Engineering In Computer Science | 2007 |
| Mohamed Sathak A .J College of Engineering, Chennai, Tamil Nadu, India. | |

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