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**SYEDNIZAMUDDIN**

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E-Mail:

**Job Objective**

Demonstrate and deliver outstanding results and performance levels holding challenging responsibilities as **Network Engineer** in the area of Cisco VOIP and Routing & Switching Technologies by application of my knowledge, skills and competencies

**Career Summary**

* I have overall **8**+ years of experience in Telecom / Access Network Operations of various Service Providers, with good knowledge in Transmission/ Switching devices, networking devices and with its Technical Support/Troubleshooting
* Adept in analyzing Information System needs, evaluating end-user’s requirements, custom designing solutions and troubleshooting for complex Information Systems Management
* Currently associated with **ETISALAT UAE, with role as NETWORK ENGINEER under the contract of REACH SERVICES**
* Daily routine involves coordination with Field Staffs, Field Supervisors, Further Level Support teams for resolving the complex service affecting issues.
* Previously with **BHARTI** **AIRTEL , with role as SR.TECHNICAL OFICER under the contract of SUTHERN TECHNOLOGIES** handling Enterprise Customer and consumer Orders.
* Previously with **BHARTI** **AIRTEL, with role as** [**Customer Support Executive**](https://www.linkedin.com/title/customer-support-executive?trk=mprofile_title) **under the contract of HINDUJA TECHNOLOGIES** handling Enterprise Customer and consumer Orders.
* An effective communicator with strong leadership, analytical and coordination skills

**Academic Qualification**

* 2010 **M.SC (I.T)** Information Technology from A.N.U University at Guntur in India with 65%
* 2008 **B.SC (M.P.C)** from A.N.U University at Guntur in India with 65%

**Certification**

* Cisco Certified Network Associate- Routing & Switching Exam Completed
* Cisco Certified Network Professional- Switching Completed
* Routing, pursuing studies for 300-101 and preparing for exam

**TECHNICAL SKILS**

* Client Operating Systems :  Windows98, 2000, XP, Vista, Windows 7
* Install and Configure and Troubleshoot Network Services, Protocols and Drivers
* Comprehensive knowledge and experience with Network protocols TCP/IP LAN configurations VLANs, Ether-channels [Pagp, LACP]
* MPLS:Strong conceptual knowledge & configuration of label protocols [LDP, TDP] , MPLS L2 VPNs, VRFs
* Configuration of services like DHCP, NTP, HSRP, GLBP, VRRP, ARP, NAT, ACL,
* Hands-on experience in troubleshooting & administration of L2 and L3routers and switches.
* Hands-on experience in troubleshooting routing protocols like RIP, EIGRP, and OSPF, BGP, MPBGP
* Strong conceptual understanding in MPLS/service provider core networks and PE configurations.
* Data Communication equipment (Switches, Routers, etc.)
* Good knowledge and experience in SUBNETTING,VLSM. and SUPER NETTING and VLAN & VTP
* Good knowledge and experience in STP(spanning tree protocol),NAT (Network address translation)
* Installing and Configuring of Cisco Wireless Access Points
* Back Up and Recovery of routers and switches

**Work Experience**

**Since OCT’ 2013 TO DEC 2016 ETISALAT, Sharjah, UAE as NETWORK ENGINEER**

**Working as NETWORK ENGINEER for ETISALAT**

* Good knowledge and Managing AVAYA System, Skill management, Online reports, Historical Analysis.
* Managing LAN/WAN, virtual environments, storage, backup and security technologies
* configuring different types of networking equipment such as firewall, routers, modems, access points, switches
* CISCO switches & routers, Cisco Airnnet wireless access points installation & configuration
* Layer 2 Ethernet Switch Administration, including VLAN Management
* Troubleshooting skills (desktops, laptops, POS and servers) in problems with complex software and hardware
* Experience Installing and configuring peripheral parts, components and drivers
* Knowledge of data recovering techniques, Updates and audits all Telecommunication Systems
* Daily reporting of daily activity to the management of Telecom Infrastructure
* Provide 24/7 support and troubleshooting of a variety of network related issues including customer's connectivity and devices operability.
* Perform necessary testing and commissioning on all new components, equipment and systems that are installed in the data center environment. Investigate and troubleshoot problems with equipment to determine root cause of breakdown/failure
* Managing and maintaining Active Directory Services in Windows Server 2012, and 2008 environment. Resolve and escalate system alerts issues appropriately from start to completion.
* Configures, tests, maintain LAN/WAN, wireless equipment and related services.
* Dispatch field technicians and vendor engineers on various sites, and provide guidance for network devices connections, configuration and troubleshooting.
* Responsible for communication protocols, configuration, integration and security
* Installation & configuration of wireless network and Network connectivity troubleshooting.
* Daily phone and email troubleshooting of customer's network connection problems.
* Performed the tasks of providing network operations support at client site.
* Handle the tasks of providing support in network acquisition and analyzing network traffic requirements.
* Ensure all software purchased licensing is recorded and maintained
* Strong ability to troubleshoot complex multivendor network issues in the LAN and WAN Networks
* Optical Line Terminals used from Alcatel-Lucent GPON 7360 ISAM FX/ ZHONE GPON MXK 819/ Huawei GPON MA5600-T
* Optical Network Terminals used from Huawei OT550, HG851, HG851a, HG8240 / Zhone ONT 2520, 2424A, 2424/ Alcatel- Lucent I240GA, I240GP, I440GP
* Hands on expertise on NMS Tools of vendor equipments from Huawei, Zhone, Alcatel, Siemens, Ericsson, Fetex and other Next Generation Network Voice Switches, FTTH, Access Networks--Planning, migration, convergence
* Set up and configure new laptops and desktops and core servers
* Legacy Equipments used from Huawei UA5000 MSAN, UA5000 (APMB-IPMB) ZHONE MALC C19&C319, ZHONE Raptor XP150A, 100A. Alcatel Lucent 7320 ISAM
* Configuring Customer Premise Equipments connected to Access Point and Base Stations for WIMAX Connections, where there is no other access methods
* WIMAX provision, trouble shooting and provide backend support to field staff regarding CPE activation, power &frequency setting of BTSs traffic

**Since JULY 2009 – Aug 2013 BHARTHI AIRTEL ,HYDRABAD as IT SUPPORT ENGINEER**

**Roles & Responsibilities**

* Supporting customers by configuring customer routers and switches in compliance with the section Service Level Agreement (SLA).
* Escalating technical problems in Airtel Network and Customer premises to the concerned departments and make the necessary follow-ups to provide appropriate solutions in a timely manner.
* Supporting Internet related services (Virtual e-mail, Webhosting, Domain name Services )
* Public space closed-circuit television (CCTV) operators are responsible for operating CCTV cameras and watching banks of closed-circuit televisions or other surveillance equipment in a control centre
* CCTV operators keep careful logs of observations and incidents. Some might be handwritten and some might be typed into a computer system. They record and store video or digital recordings and still images securely, for use in evidence or in case they need to be checked after an incident. CCTV operators use their knowledge of relevant laws, for example,
* Monitor issues / incidents to ensure resolution in a timely manner with the least impact on operations.

Monitor the effectiveness and quality of network activities against set standards.

* Performed diagnostics and troubleshooting of system issues, documented help desk tickets/resolutions, and maintained equipment inventory lists.
* Back office and clerical activities and follow up with concerned teams (communicate with other sections and escalate critical issues affect "SLA"), follow up Faxes received from customers and create complaint and escalate to concerned section.
* Installation, Operation and Maintenance of DSL & Basic Telephone
* Contribute to the development and implementation of Service Desk Process and Procedures.
* Identify best practices in service desk management through continuous improvement initiatives.
* Maintain all users access request and authorizations (Win2000, E-mail, Opera, Micros, Novell) Respond to all users request and provide them with adequate support
* Providing full support to any sales enquires & provisioning issues related to Airtel Internet services.
* Provide support to resolve complex, technical customer problems.
* To handle a team of DSL engineers and supporting them in solving DSL problems
* Configuration of USB, Ethernet Modem, Zexel Router and Wireless Routers
* To interact with customers and provide technical assistance through online for Windows -98, 2000, XP, Windows-2000/2003
* To solve customers’ DNS, DHCP, VPN related queries and problems
* IP Configuration on HUB, SWITCH and ROUTERS with respect to no. of Systems
* Installing Basic Telephone and taking care of Trouble Tickets with respective to MDF to Customer End
* Coordinating with Vendors handling the Installations & in Building Wiring and DP creations
* Coordinating with GIS team with respect to Tag allocation over MDF, Pillar (ODP) and DP tags
* Coordinating with Activation Dept. in the sense of Username, Password and Package facilities activations

**APR 2008- JULY 2009 HINDUJA( BPO) vender AIRTEL ,CUSTOMER RELATIONSHIP OFFICER**

* Responsible for dealing with customer relevant queries, complaints and request for information on products
* Assigned the tasks of recording all communications between various parties
* Handled the tasks of drafting documents as requested by Customer Care Manager
* Prepared daily, weekly and monthly statistical reports
* Responsible for generating ideas on ways to resolve problems and serve customers in a better way
* Confirmed customer understanding of the solution and provided extra customer education as required
* Assigned the tasks of processing customer orders as well as provides details about the products and services to customers
* Handled the responsibilities of designing activities to improve business performance and customer satisfaction
* Conducted needs-based selling by using non-scripted probing techniques to find customer requirements
* Communicates effectively with teams in the program to ensure quality and timely expedition of customer requests
* Handled the tasks of preparing customer correspondence and updating customer files

**Social Engagement**

* An active in charge of NSS in A.N.U UNIVERSITY during 2006-2008
* Gave monthly donation to Well Vision India, a NGO organization, based in India, during 2009-2010
* Volunteer for Hyderabad based promotion events by NETWORKS 18 during 2006-2010

**Personal Details**

Date of Birth : 1 July 1986

Address : Hydrabad`

Languages Known : English, Hindi, Urdu and Telugu

Nationality : Indian

Marital Status : Single

**Declaration**

The details furnished above are true to the best of my knowledge and belief.