Atheeque

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| ***Objectives*** |

*To pursue a challenging career in a rapidly growing organization which provides an environment for continuous learning and to utilizes my skills & abilities for achieving organizational objectives.*

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| ***Summary:*** |

* *1 year of experience in large-scale network enterprise design as* ***Associate Support Engineer.***
  + *Monitoring and Troubleshooting Clients Network infrastructure.*
  + *Coordinating with Telco for critical issues and Troubleshooting of Network related issues.*

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| ***Cisco Certification*** |

***CCNA Routing and Switching***

[***CCNA Network* *Security***](https://www7.pearsonvue.com/testtaker/registration/ExamRegistrationHistory/CISCOTESTING/777837)

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| ***Technical Skills*** |

* *Knowledge in RIP, IGRP, EIGRP, OSPF, BGP, SSH, Telnet, NAT, VTP, and DHCP.*
* *Knowledge in all windows platforms.*
* *Knowledge in ITSM (IT Service Management) Monitoring tool.*
* *Knowledge in MS Office (Word, PowerPoint, Excel).*
* *Fluent Communication skills in English and Hindi.*

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| Network Knowledge |

* *CCNA (Routing and Switching)*
* *CCSA (Check Point Certified Security administrator)*
* *CCNP(Routing and Switching)*
* *CCNA (Security)*

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| ***Professional Experience*** |

* ***1 year*** *of experience as “****Associate Support Engineer”*** *at* ***Dimension Data*** *(Formerly known as DATA CRAFT)****.***

***Responsibilities***

* + *Troubleshooting WAN links such as MPLS and leased lines for corporate customers.*
* *Coordinating with Service providers for Link issues.*
* *Optimization of network like load balancing, traffic monitoring, detection of bandwidth utilization in LAN and rectifying.*
* *Preparing ISDN reports.*
* *Preparing SOP report and Bandwidth utilization report.*
* *Monitoring Router performance and providing coordination for router issues.*

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| ***Other Skills*** |

***Involved in Incident management which includes:***

* *ITSM / Incident Management experience.*
* *Worked in Remedy Tool- Ticket Monitoring System*
* *Experience acting as a shift in charge on regular basis in order to make sure the smooth flow of the process throughout the shift.*
* *Insightful communication and interpersonal skills with proven abilities in resolving complex networking related issues.*
* *Escalating to the Management*
* *Follow-up with technical team till the outage is resolved*
* *Preparing Outage reports*
* *Organizing conference calls*
* *Preparation of Daily Client reports & Application Outage communications*

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| ***Education*** |

* *BCA: BCA from St. Claret College (2014 - Bangalore University).*
* *SSLC at New Carmel school (2009).*
* *Diploma in PGDIT(Post Graduate Diploma in Information Technology)*

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| ***Hobbies*** |

* *Playing football*
* *Listening Music*

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| ***Declaration*** |

*I hereby declare that the information furnished above is true to the best of my knowledge and belief.*