SHAMEEM AJMAL M.K
NETWORK ENGINEER

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Contact : +91 8593902954
Location : Bangalore

PROFESSIONAL SUMMARY

Knowledge in Cisco Routing, Switching and Network Security currently looking for a career growth in exploring new network technologies. Technical experience of 0.7 years in Network Administration and Technical Support. Excellent Customer handling skills, Communication skills, leadership, planning, and social skills that build and maintains relations across and beyond organization expectation.

PROFESSIONAL EXPERIENCE

- Company   : CSS CROP
- Position   : Technical Support Engineer
- Duration   : February 2022 – Till date

JOB RESPONSIBILITY

- Providing technical assistance to clients from U.S.A under the NETGEAR project.
- Handling Internet Troubleshooting issues relevant to computers, Applications,Basic networking, LAN,WAN technologies
- Marketing various products and services for the organization
- Assisting Customer from USA,UK, Canada and Australia related to troubleshooting issues and products on routers, modems and gaming devices •
- Answering technical questions to customers on call and resolving network issues.
- Knowledge of common Internet technologies, OSI layers, Routing Standards and protocols, Including DNS,TCP/IP,HTTP,HTTPS,DHCP
- Configuration and Troubleshooting of Routers, RAX Routers, mesh systems and Orbi systems.
- Monitoring & Troubleshooting Network devices that includes Router and Switch.
- Troubleshooting server reachability issues.
- TCP/IP Subnetting and Configuring IP Addresses.
- Configuration of NAT, Access Lists, Parental controls .
- Implementing Port forwarding/Port triggering rules.
- Configuring IP passthrough. Implementing VPN service, Dynamic DNS.
- Creating and maintain network documentation and knowledge that is up-to-date.
- Providing 24/7 support to the client.
- Responds to Tickets opened by routine alarms and Network issues .
- Escalate technical issues to vendor and follow up for resolution.

TECHNICAL SKILLS

- Routing   : Static, Default, OSPF, EIGRP, RIP.
- OSI Model &TCP\IP : Good Knowledge.
- NAT   : Static Nat, Dynamic Nat, PAT.
- Ether Channel   : PAGP, LACP.
- Redundancy Protocols: HSRP, VRRP, GLBP
- STP   : STP, RSTP, PVST+.
- VTP   : Server, Transparent, Client.
- Frame Tagging   : IEEE 802.1 q.
- DHCP   : DORA Process, DHCP configuration.
- DNS   : Good Knowledge, Packet flow
- L2 Security   : Port Security, DHCP Snooping, BPDU Guard, BPDU Filter, Root Guard.
- ACL   : Standard, Extended, Named, Time-Based, Role-Based, Object Group.
- VPN   : IPSEC (Phase 1, Phase 2), GRE (GRE with IPSEC), DMVPN.
- 802.11   : 802.11b, 802.11a, 802.11n, 802.11ac, 802.11ax

- Wireless   : Good knowledge
- Wifi bands   : 2.4Ghz,5Ghz,6Ghz
- Wireless security : WEP,WPA,WPA2,WPA3,WPS

EDUCATION

- University of Calicut (BCA | 2020) (*GEMS Arts and Science College)*
- Kerala state board (Higher Secondary School 2017)
- Kerala state board (High School| 2015)

COURSES

- Cisco Certified Network Associate Routing and Switching (CCNA Routing &Switching).

- Cisco Certified Network Associate Security (CCNA Security).

- Cisco Certified Network Professional Security (CCNP Security).

PERSONAL PROFILE

- Date of birth   : 11/11/1997
- Marital status   : Single.
- Gender   : Male.
- Nationality   : Indian.
- Known languages : English, Malayalam, Tamil.
- Address   : Moolam kuzhiyil (H), Pazhamaloor (P.O), Kodur(via), Malappuram (Dis), Kerala(state),Pin -676506.

DECLARATION

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

Shameem ajmal MK