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## Contact

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[ahishr7@gmail.com](mailto:ahishr7@gmail.com)



0815445681



<https://www.linkedin.com/in/ahish-ramkissoon-678552116/>

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## Personal details

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Date of birth: 13/10/1994



Nationality: South African

Languages: Proficient in English,  
Basic Afrikaans and Zulu



Driver's license: Code 08

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## Certificates and licenses

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**CompTIA N++**

(March 2020 – April 2023)  
COMP001021650621



**Huawei HCIA Routing & Switching**

(October 2020 – October 2023)  
01010010180805465664401

# AHISH RAMKISSOON

Software Developer | | Network Engineer

## SUMMARY

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Network engineer with over 5 years of experience in communication networks. **I am graduating tertiary education with a Higher Certificate in Information Systems (Engineering). My passion lies in programming and striving to obtain the experience necessary to become a full-stack developer. So, my learning and education will continue.**

I am a dedicated professional in the IT field with focus in improving quality and efficiency. I am committed to providing high quality work ethic with an enthusiastic ability to continuously learn and adapt to new technologies.

## EXPERIENCE

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 **SENIOR SUPPORT ENGINEER | PSI IT SERVICES**  
**May 2023 - Present**

 **SENIOR NETWORK ENGINEER | IN2IT TECHNOLOGIES PTY LTD**  
**February 2018 – May 2023**  
Project – LIQUID TELECOM

Responsibilities:

- Working with Remedy, ServiceNow, Cramer (web report), DaloRADIUS Ticketing tool, handle Transnet networks and Liquid Telecoms devices.
- Trouble shoot connectivity, customer care.
- Maintain and receive quotes for hardware infrastructure products

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## Achievements

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### Outstanding Customer Service 2018

IN2IT TECHNOLOGIES PTY LTD

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## Education

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### Higher Certificate in Information Systems Engineering Eduvos

2021 - 2023

(Elective Programming major: C#)



### Diploma in Office Administration Quest Computer Skills Center 2016



### Dynamix Learning Solutions 2014



### Rand Tutorial College 2013



### Matric 2012

## TEAM LEAD AND SERVICE DESK ADMINISTRATOR | IN2IT TECHNOLOGIES PTY LTD

November 2016 - January 2018

Project - SILICA

### Responsibilities:

- Administered and prepared programs for IP addresses
- Developed network resources and trained support personnel to provide Tier I support to end users
- Managed a Team of 15 people to ensure daily operation of the project
- Monitored servers and escalated emergency technical issues beyond scope to maintain optimum up-time
- Provided complete end-to-end engineering and installation of route-based IP network solutions
- Demonstrated strong analytical, troubleshooting and problem-solving skills
- Contributed to implementation and support of SNMP monitoring software, application manager and other network monitoring tools
- Tool support for manage engine tool set
- Service desk support -hands on experience in working with tickets, complete lifecycle
- Preparing daily, weekly and monthly reports for customers
- Management of servers, switches, IP phones grand stream, PC, Laptop, software upgrades.
- Asset management

## ADMINISTRATION CLERK | MAC EASY IT

April 2015 - July 2016

### Responsibilities:

- Knowledgeable and qualified in office administration
- Compiling work packs
- Managing reception
- Administering director's appointments
- Banking of funds
- Facilitating record keeping
- Assisting in sales and repairs
- Issuing of Invoices

## ADMINISTRATION CLERK AND TRAVEL CONSULTANT | RC NAIK TRAVEL SERVICES

October 2014 - March 2015

### Responsibilities:

- Position Administration clerk/ travel consultant
- Knowledgeable and experienced in office administration
- Confirming and booking of travel for clients
- Preparing daily accounting spreadsheets
- Assisting in customer support and queries

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### ***Personal Skills***

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- 👤 Interpersonal and management communication skills
- 👤 Problem solving and critical thinker
- 👤 Quick learner and adaptable
- 👤 Self-motivated and enthusiastic
- 👤 Time management
- 👤 Value team work but can work independently
- 👤 Focus on customer service
- 👤 Technical analysis

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### ***Interests and hobbies***

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- 🎮 Team sports
- 🎮 Streaming video games
- 🎮 Family orientated
- 🎮 Photography

## TECHNICAL SKILLS

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### ***Focus skills.***

- ⚙️ ***ADVANCED C# and .NET***
- ⚙️ ***Web services and forms***
- ⚙️ ***Full SQL and database design***
- ⚙️ ***Basic front end languages: HTML, CSS***
- ⚙️ ***Basic python***
- ⚙️ ***Systems engineering and design***
- ⚙️ ***Processing and logic concepts***
- ⚙️ ***Program design and documentation***
- ⚙️ ***Hardware and security***

### ***Network skills.***

- ⚙️ Working knowledge in service provider industries
- ⚙️ Switching (Inter-VLAN Routing, STP, RSTP, MSTP, VLAN, VTP)
- ⚙️ Routing Protocols: RIP, EIGRP, OSPF
- ⚙️ Implementing traffic filters using access-list, prefix-list and distribute-list.
- ⚙️ Implementing NAT, PAT.
- ⚙️ Knowledge of TCP/IP Model, OSI Layers.
- ⚙️ Implementing switching with redundancy
- ⚙️ Comprehensive understanding of networking concepts pertaining to LAN, WAN
- ⚙️ Working Experience on Cisco devices
- ⚙️ Good understanding of cabling of Rack and patch panel
- ⚙️ Hands-on experience on Routers like Cisco (1800, 2600, 2800, 3745, 7200, 1000, 4000 series) and Switches like Cisco (2900, 35XX, 36XX, 4500, 6500series)
- ⚙️ Microsoft Office

## ADDITIONAL

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- 👍 Eager and willing to learn new technologies and open to training
- 👍 Can travel or work from home
- 👍 Letter of higher certificate completion available
- 👍 **References and transcripts available on request**