

Contact



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Personal details



Date of birth: 13/10/1994



Nationality: South African

Languages: Proficient in English,
Basic Afrikaans and Zulu



Driver's license: Code 08

Certificates and licenses



CompTIA N++

(March 2020 – April 2023)
COMP001021650621



Huawei HCIA Routing & Switching

(October 2020 – October 2023)
01010010180805465664401

AHISH RAMKISSOON

Software Developer | | Network Engineer


SUMMARY

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

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

 **SENIOR NETWORK ENGINEER | IN2IT TECHNOLOGIES PTY LTD**
February 2018 - Present
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

Achievements



Outstanding Customer Service 2018

IN2IT TECHNOLOGIES PTY LTD

Education



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

Personal Skills

- 🧑 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

Interests and hobbies

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

TECHNICAL SKILLS

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

- 👍 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**