Cassim Uzzell

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REFERENCES **-** Available on request

**Areas of Expertise:**

* WAN connectivity troubleshooting with multiple providers (Verizon, AT&T, Frontier)
* Routing and switching
* WLAN
* Incident response
* Cloud Technology Solutions (Azure, AWS)
* Cyber Security
* Virtualization Technologies

**Technology Proficiencies:**

Operating Systems: MS Server 2008-2019

Cloud Technology Solutions: Microsoft Azure, Amazon Web Services

IPS/IDS: Snort, WatchGuard, SOPHOS Firewall

SIEM: Splunk, Kibana, Elastic Search

Vulnerability Assessment: Nessus, Nmap, Metasploit

Scripting: PowerShell 6 & 7

Network Monitoring: SolarWinds Orion, Cisco Prime Infrastructure

**Certifications:**

AWS (Validation Number: NYB17CG2JB4QQHGB)

CompTia Security+ (Verification Code: MRV95CDX5ZPPFM9Z)

Cisco Cisco Certified Entry Networking Technician (CCENT) (Validation No. 435414170029CNZI)

Cisco Certified Networking Associate Routing & Switching (CCNA) (Validation No. 436664801127CKUN)

Cisco Certified Networking Professional (ENCOR 350-40) 08/01/2021

**Education:**

Community College of Baltimore County**-** Associate of Science in Network Technology Sept 2015 - December 2020

**Professional Experience:**

**Singhal & Company Inc. (Subcontracted with US Food and Drug Administration)**

**11/2020-05/2021**

**Network Engineer II (Public Trust Clearance)**

WAP Refresh Project

Chantilly, Virginia

* Supporting the FDA MAN WLAN
* Perform wireless infrastructure audits in efforts to ensure RSSI surpasses sensitivity levels on client receivers.
* Troubleshoot, Diagnose and resolve attenuation within indoor and outdoor WLAN environments.
* Configure and deploy Cisco Catalyst 9100AX WAP’s.
* Develop scripts to effectively and efficiently configure over 2000 WAP’s
* Racking, stacking and configuring Cisco 9000 series switches.
* Configuring Cisco 9000 Series WLC.
* Utilizing Cisco DNA Center and Cisco Prime Infrastructure in efforts to modernize the FDA network.

Office Moves Project

Itasca, Chicago

* Decommissioned several FDA satellite sites. Coordinating the logistics on the removal and destruction of FDA property.
* Perform site audit walk through for new FDA building. Engaging with stakeholders to effectively manage the project ahead of the targeted deadlines.

Tek Systems (6-Month Contract Prometric Testing), 09/07/2020- 02/2021

Azure Engineer

* Consult with customer’s stakeholders to establish, maintain and refresh their strategic direction in cloud adoption.
* Provide recommendations and develop engineering designs and project plans for cloud migration operation, and cloud IT optimization
* Lead proof of concept development and pilot technical solutions.
* Lead migration or deployment projects and provide technical expertise in resolving challenging technical problems.
* Provide troubleshooting on complex technical problems to include root cause analysis.
* Continually research, evaluate, and apply emerging technologies to improve performance in the cloud environment
* Broad knowledge of Microsoft Windows 7/8/10, and Server 2008-2019
* Interpersonal skills such as telephony skills, communication skills, active listening and customer-care
* Ability to multi-task and adapt to changes quickly
* Technical awareness: ability to match resources to technical issues appropriately
* Service awareness of all organization's key IT services for which support is being provided.
* Utilize Azure Devops to resolve system related bugs and defects in windows server 2019 and windows 10 environment.
* Deploying and troubleshooting windows images using WDS and Workbench
* troubleshooting network and web related protocols (e.g., TCP/IP, DNS, UDP, IPSEC, HTTP, HTTPS, routing protocols)
* Troubleshooting Database related issues using Microsoft SQL database Statements

Skyline Technology Solutions, 02/02/20 – 08/2020

Network Operations Center Technician

* LiveAction, SolarWinds Orion, Riverbed Steel Head, Service Now, ConnectWise, APC UPS, SD-WAN
* Monitoring WAN connections for Texas Department of Transportation and Maryland Department of Information Technology. Troubleshoot network connectivity issues across a wide range of Cisco and Juniper routers, switches, and wireless controllers. Communicate with customers and internal staff at regular intervals to ensure expectations are set and that appropriate attention is being paid to customer requests. Opening TAC cases with vendors such as Cisco, Juniper and Riverbed. Triaging incidents in efforts to effectively allocate resources.
* Working with the MACD team to resolve voip request including but not limited to the following. Configuring and removing device accounts in cisco call manager. Configuring user voicemail accounts in Unity. In addition, providing remote troubleshooting of miscellaneous issues that may arise between several clusters. Following up with users to ensure satisfaction.

Quadrant Incorporated, (Subcontracted for Skyline Technology Solutions) 08/12/19 – 02/01/20

Network Operations Center Technician

* LiveAction, SolarWinds Orion, Riverbed Steel Head, Service Now, ConnectWise, APC UPS, SD-WAN
* Monitoring WAN connections for Texas Department of Transportation and Maryland Department of Information Technology. Troubleshoot network connectivity issues across a wide range of Cisco and Juniper routers, switches, and wireless controllers. Communicate with customers and internal staff at regular intervals to ensure expectations are set and that appropriate attention is being paid to customer requests. Opening TAC cases with vendors such as Cisco, Juniper and Riverbed. Triaging incidents in efforts to effectively allocate resources.

Telesis Incorporated, 12/26/18- 08/08/2019

Service Desk Engineer

* Creating modifying user attributes and deleting users in active directory per organizations standard procedure. Onsite and remote troubleshooting of network and system related issues. Assisting the network team in installing and configuring newly implemented cisco switches. Assisting the network team in creating vlans, configuring routing protocols such as EIGRP and OSPF. Providing desktop support for software installations, network connection troubleshooting, desktop re-imaging, MS office suite support, and desktop hardware setup. Utilizing the Service Now ticketing system to resolve client incidents and events.

Dunbar Security Solutions, 05/29/17-12/22/18

SOC Analyst (Overnight Shift Lead)

* Responsible for monitoring, analyzing, and triaging network traffic in efforts to prevent potential intrusion attempts. Blacklisting suspected threat actors to defend our client’s internal networks. Utilizing the ticketing system JIRA/Confluence to fulfill client service level agreements. Responsible for vulnerability assessments utilizing the Nessus vulnerability scanner. Providing critical analysis of network traffic utilizing SIEM tools such as Splunk, Kibana, and Elastic Search. Monitoring the health of nodes within the AWS VPC. Configuring and deploying Sophos firewalls. Pen Testing assessments for clients using tools such as Kali Linux and Parrot.