Ramiz Shefkiu

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Top Skills

- Highly motivated Network Engineer who is passionate about problem solving, infrastructure, continuous learning, collaborative team player, and who's always looking for new challenges.
- Admin Level Linux knowledge, Bash, Disk Management, System Administration, LVM (Logical Volume Management), etc.
- Operational knowledge of pod management, deployments, ConfigMaps and Secrets, health probes, services (ClusterIP, NodePort), persistent volume claims (PVCs), jobs, CronJobs, and troubleshooting containerized workloads.

- Volunteered on a startup project, gaining hands-on experience and strengthening key technical skills, including:

    - Creating and managing Docker containers for application deployment.

    - Familiarity with Terraform, automating the deployment of AWS cloud infrastructure, enhancing scalability, efficiency, and reducing operational costs.

    - Cloud & Automation: AWS (EC2, S3, IAM), Terraform, GitHub Actions (CI/CD)

    - Version Control: Git, GitHub (branching, merge conflict resolution, code reviews)

Work Experience

Mikkena,
Network Engineer

Charter Communications

Complex Provisioning   05/2024-Present

· Leading maintenance windows that impacts customers or infrastructure(Hub).
· Responsible for provisioning 10G+ services, legacy topologies and Video Services.
· Advanced Layer-1, Layer-2 and Layer-3 troubleshooting network issues.
· Providing support for ISP engineers and Field Technician during bridge calls.
· Providing support during changes on Ethernet services: E-Line (EPL, EVPL, CTBH), E-LAN (EPLAN) and Layer-3 services (DIA, SIP, PRI, Hosted Voice)
· Experience with different equipment including Alcatel Lucent 7210 and Juniper MX480, QFX5100, ACX5448, ADVA (FSP150CC-GE114, FSP 150CC-825, FSP 150-XG116PRO), RAD (ETX-220A, ETX-203AX, ETX-2I-10G-B).

Nettxio,
Network Engineer

Windstream Communications

Wholesale ILEC   03/2023-04/2024

· Responsible for circuit provisioning, turn-up, design and disconnect on Juniper, Cisco, and Nokia equipment
· Responsible on Call support (UNI calls and OVC carrier Calls), Conducted initial customer UNI turn-up. (Take customer calls via Automatic Call Distribution (ACD) queue) where provided technical solutions for complex issues, leading to the successful completion of numerous orders and enhancing customer satisfaction.
· Utilized SecureCRT, Jira, Confluence, and Grafana to monitor network status and troubleshoot issues.
· Perform RFC testing to ensure service matches meets or exceeds service-level agreement.
· Provisioning and removing fiber services access network over IP/MPLS including Layer-2 (ELINE, ELAN) and Layer-3 (DIA, EIA).

Data Translations   12/2023-04/2024

· Converted notes from sales and design engineers into data center router configurations for small business internet.
· Responsible for provisioning of CPEs and Cisco Managed Routers by Windstream, providing technical assistance and collaborating closely with customers' IT teams to ensure smooth deployment and operation.
· Managed private/public IPv4 addressing and Layer-2/Layer-3 VPN configurations.

Education

Computer Science & Engineering | UBT COLLEGE
2022-Present
CCNA: Introduction to Networks
CCNA: Switching, Routing, and Wireless Essentials
CCNA: Enterprise Networking, Security, and Automation
Linux System Administration Training – aligned with RHCSA, RHCE, LFCS, LPIC, and CompTIA Linux+ certifications

Currently Pursuing: AWS Certified Solutions Architect – Associate (SAA-C03)