Yahya

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Objective

Accomplished Network Infrastructure Engineer with 2+ years of experience in managing and optimizing enterprise networks. Expertise spans on-premise and cloud deployments, server management, and LAN/WAN configurations. Adept at ensuring network security and performance through strategic firewall administration and comprehensive IT support. Dedicated to enhancing system efficiency and delivering robust network solutions.

Experience

IKNASOFT   **Al Khobar, Saudi Arabia**
Network Infrastructure Engineer   **July 2022 – July 2024**

- Resolved LAN/WAN network and server issues, achieving a 95% ticket resolution rate within SLA by prioritizing critical tasks and implementing effective troubleshooting strategies.
- Implemented, configured, and deployed complex networks under change management tickets, leveraging expertise in Cisco IOS, NX, and IOS-XE routers (3845, 7204VXR, CSR1000v, Edge 2000), and switches (2950, 3700, 6500, 9k NX series). Enhanced network efficiency by optimizing switching protocols (port security, EtherChannel, STP, VLANs) and routing protocols (OSPF, BGP).
- Managed Windows Server environments, establishing users and groups in Active Directory with hybrid identity, streamlined policy enforcement through GPO assignments, improving user access control by 25%.
- Enhanced network security by implementing Fortinet and Sophos web policies, IPsec & SSL VPN, and DMZ configurations, significantly reducing network vulnerabilities and increasing security posture by 30%.
- Applied 802.1x security protocols and contributed to the deployment of L2TP with VXLAN using EVPN, improving secure network access and scalability across the enterprise.
- Administered Ubiquiti Security Gateway, POE Switch, and APs within a Cisco Firewall mesh WLAN, ensuring seamless connectivity and improved user satisfaction with a 99% uptime rate across SOHO branches.
- Facilitated seamless Azure Cloud workload migrations and connectivity across on-premise VMware environments via IPsec VPN gateways, improving cloud adoption efficiency and reducing downtime during transitions.
- Deployed and managed SD-WAN vEdges across IPsec nodes connecting Azure vWAN, optimizing network connectivity and reducing latency by 20% for distributed cloud workloads.
- Configured ExpressRoute for secure, dedicated links to Microsoft 365, Intune, Entra ID, and third-party applications, enhancing access management through conditional access and ensuring secure connectivity for enterprise operations.
- Executed network automation using Terraform and Ansible for cloud provisioning and infrastructure configurations, reducing manual processes and increasing operational efficiency by 35%.

ATMECS Technologies   **Hyderabad, India**
IT Engineer   **December 2021 – June 2022**

- Delivered comprehensive Tier 1 and Tier 2 IT support across multiple sites, consistently meeting Service Level Agreements (SLA) and achieving a user satisfaction rate of over 98%.
- Served as the primary contact for all network and server-related incidents, expertly managing the logging and prioritization of tickets through ServiceNow, ensuring swift resolution and minimal disruption to operations.
- Executed rapid installation, deployment, and troubleshooting of IT hardware systems and SAP ERP software, maintaining uninterrupted client operations and reducing issue resolution time by 40%.
- Contributed to the formulation and enforcement of IT policies, procedures, and best practices, enhancing security, regulatory compliance, and operational efficiency across the organization.

Technical Skills

Networking: Cisco, TCP/IP, Network Administration (Routing & Switching), Juniper, SDWAN Operations, DMVPN, IPSEC & SSL VPN, FortiGate & Sophos Firewalls, Sophos Central WLAN, Remote Support, IT Operations, Operating Systems.
Protocols: OSPF, EIGRP, BGP, DNS, DHCP, NAT, ACL, QoS, SSL/TLS.
Cloud: Azure, AWS, Firebase.
Server: VMware, Windows & Linux Server, NGINX.
Other: ServiceNow, Docker, Microsoft 365, PowerShell, Bash, ASP.NET Core, C#, Python, SQL, Oracle ERP, Git, GitHub.

Education

Global Institute of Engineering & Technology   **Hyderabad, India**
Bachelors of Technology in Computer Science Engineering
Coursework: *Computer Networks, Cloud Computing, Cryptography & Network Security, Cybersecurity, Scripting Languages, Software Engineering.*

Certifications

Cisco Certified Network Professional (**CCNP**)   September, 2023
Azure Solutions Architect (**AZ-305**)   February 2024
AWS Solution Architect Associate (**SAA-C03**)   March 2024
LinkedIn: VMware vSphere 8, ITIL, Advance SQL
Udemy: Windows Server Administration 2019.

Projects

Care Connect:
- Developed an Android app that connects customers directly with donors or retailers during emergencies, bypassing hospital formalities, with 24/7 support from professional doctors.
  - Technologies used: *Java, Android Studio, Gradle, Firebase, MySQL.*

World-Wide Ethical Defense & Attack Exchange (W2EDAX):
- A comprehensive blog platform focusing on security solutions in networking and cloud computing, providing insights into emerging cyber threat defense strategies.
  - Technologies used: *AngularJS, Docker Containers ASP.NET Core, CI/CD, Firebase, Azure, Azure MySQL, Azure App Service, Azure Domain Service.*
  - Website: https://w2edax.com

Portfolio Website:
- Personal portfolio website showcasing skills and professional achievements.
  - Technologies used: *ReactJS, Tailwind, Firebase.*
  - Website: https://tunkstun.web.app

Achievements

Workshops & Events Coordinator, Hacking Club at IIT:
- Led events on ethical hacking and cybersecurity, demonstrating leadership and organizational skills.

Campus Lead member, Incubation Center, EdventurePark:
- As a campus lead member, attended Hackathon event and provided contribution to the development of a Web3 Messenger prototype focused on secure communication using blockchain technology.

Languages

- **English:** Proficient
- **Arabic:** Intermediatory
- **Urdu:** Proficient

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