ZUBAIR SHAHRI

Bangalore, India

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Objective

Dedicated Network Security Engineer with almost **3 years** of experience, currently working in the **Palo Alto Networks TAC Team**, Known for delivering top-tier technical solutions and exceptional support. Seeking new opportunities in a dynamic technical environment to enhance skills and collaborate within a vibrant team.

Education

University of Kashmir   **July 2016 - June 2020**
Bachelor of Computer Engineering(CGPA of 7.0)   *kashmir, India*

Experience

iOPEX Technologies Private Ltd.   **September 2021 - Current**
System Engineer (Palo Alto Networks TAC Team)   *Bangalore, India*

- Resolved 900+ TAC cases within SLA, reducing average resolution time by 20% and improving customer satisfaction by 15%
- Skilled in diagnosing and troubleshooting advanced technical issues, providing swift resolutions under high- pressure situations.
- Troubleshooting and configuration of Palo Alto Firewall Series like 220,800,3000,5000,7000 including VM Series Firewall related to the following issues with the firewall - Security Policy, Management Plane and Data Plane Troubleshooting, High Availability (Active/Passive and Active/Active), Commit Related Issues, Object creation, OS upgrades, User-ID, APP-ID (Granular App Control), Content-ID, URL filtering,DHCP, Destination NAT, Source NAT, GUI CLI troubleshooting.
- Managed Palo Alto Networks Threat Prevention Features, specializing in Wildfire, Antivirus, DNS Security,Anti-Spyware, Advanced URL Filtering, and Vulnerability Protection.
- Reproduce, verify and test the customer reported fault in Lab environment and work towards the solution after thorough understanding of the customer's requirement and problem observed in the enterprise network environment..
- Finding the Root cause analysis (RCA) / Reason for outage (RFO) from Tech Support file as per the customer requirement.
- Collaborated with Tier 3/SME experts to resolve complex issues, resulting in a 25% reduction in escalation rates and contributing to product enhancements..
- Played a pivotal role in shaping product improvements and elevating the overall customer experience by working alongside Subject Matter Experts (SMEs) and Engineering teams.
- Established an exceptional proficiency in Palo Alto products, including Palo Alto firewalls, Global Protect, and Panorama, contributing to enhanced threat mitigation.
- Proficiently mentored new hires and orchestrated the seamless transfer of knowledge, fostering their rapid integration and skill development within the organization.
- "Proficient in utilizing Wireshark for detailed network packet analysis and troubleshooting to identify and resolve complex network issues effectively.".

Technical Skills

Layer 7 Technologies:(DNS, HTTP, SSL/TLS, Decryption, DNS Proxy, URL Filtering, App ID, EDL, E-mail)
Layer 3 and Layer 4 Technologies: (EIGRP, OSPF, ICMP, UDP, TCP, NAT, DHCP , NTP)
Layer 2 Technologies: (Ethernet, VLAN, VTP, STP, ARP, Etherchannel , LACP,)
Security Technologies: (Firewalls, IPSec , IDP/IDS , IPS, Dos, Virtualisation Technologies)
Network troubleshooting with tools: nslookup , ping, traceroute , dig, MTR , iperf , tcpdump and Wireshark
Basic Programming and scripting Languages Knowledge: Python and Bash
Operating system :- (Windows and Linux)
Security Concepts: Wildfire, Antivirus, DNS Security, Anti-Spyware,Advanced URL Filtering, Vulnerability Protection), IDS/IPS, Firewall Configuration, Layer-7 inspection, Email Protection

Certifications

- ∗ Palo Alto Networks Certified Network Security Engineer (PCNSE)
- ∗ Google Data Analytics