**Syed Farooq**

(CCNA, Networking +)

Karnataka, India

**Objective(s)**

A result-driven IT professional with above 4 years of experience in the engineering, administration and support of information system. In-depth expertise in the implementation, analysis, optimizing, troubleshooting and documentation of LAN/WAN network systems. Strong hands on technical knowledge with CCNA certification. Proven ability to lead and activate project teams to ensure success. Track record for diagnosing complex, problems and consistently delivering effective solution.

**Technical skills**

1. Capable to administer networks, troubleshoot appliances, and good experience of internet technologies
2. Hands on experience in Cisco Routing, Switching.
3. Routing protocols: RIP, IGRP, EIGRP, OSPF, BGP and static route.
4. Network Switching: VLAN, VTP, STP, RSTP, L2, L3 & Ether Channel.
5. Network protocols and technologies: TCP/IP, NAT/PAT, DNS, DHCP, HSRP, VRRP, basics of VPN and MPLS.
6. Good analytical & troubleshooting skills over Leased Lines.
7. Manage simple to mid-range Hardware/Software problems and backup and archiving data.
8. Microsoft Windows XP/Vista/7 and Microsoft Windows Server 2003/2008 Administration & Active Directory
9. Installation and configuration of IIS 6.0/7.0/7.5, backing up and Restoring IIS configuration. Editing the IIS Configuration files, Creating and Configuring a New Web Instance and FTP on IIS.
10. Experience with the network monitoring tools WhatUpGold, Nagios, and Solar Winds.
11. Hands on experience in monitoring and Administrating Video Conference and their devices (Aethras and Polycom).
12. Hands on experience in Hardware assembly, maintenance and troubleshooting.
13. Very good experience using MS Office applications and using them to prepare all types of reports.

**Work Experience**

**1. Wipro Infotech, Bangalore (www.wipro.com) May ‘2012 – Present**

**Network Engineer**

**Responsibilities:**

* Installing and configuration of All Enterprise Cisco Routers (1800, 2000. 4000, 7000, 7500 and ASR 1002 Series).
* Installing and configuration of All Enterprise Cisco switches (Catalyst 2950,2960,3550,3750)
* Provide on-site and remote support for escalated problems and service requests to various client and maintain high score of customer satisfaction
* Track issues to resolution updating Internal knowledgebase and/or communicating with relevant business units
* Following up with ISPs for last mile links & resolve the issue within SLA & reports the same to the Customers and project documentation & Inventory Management.
* Technical Supervision of Networks & implementation of projects related to Data Networks and Infrastructure
* Planning, scheduling and implementing change requests; such as IOS upgrade and hardware replacement
* Network design and establishment, including: LAN, WAN solutions, etc
* Commissioning of new Leased Lines and Backbones and Responsible for Testing of Lease lines & troubleshooting in optimum time.
* Monitor network operations utilizing troubleshooting tools like WhatsUpGold, Nagios, in order to assist in resolving network connectivity issues
* Have good knowledge of installing and deploying VPN connections (includes single remote access & site to site Office Connections).
* Operating on various network products & brands including (Cisco, Hp networking). Coordinate network hardware repairs and dispatch the appropriate vendor/specialist depending on the error determination
* Administrating and Coordinating Video conference (Polycon, Aethra).
* Providing technical solutions for eGovernance projects.
* Managing and Troubleshooting Network Printers.
* Repairing & maintaining Servers, Computers & Laptops (Hardware – Software)
* Installing, configuring windows server (2003, 2008). Configuration DNS & DHCP records in windows server. Creation and Management of User accounts and Groups as per the project requirement and giving permissions for respective users using Active Directory & Group policies
* Responsible for maintaining and monitoring of company’s WAN links and internet

**2. 3i Infotech Consultancy Services (www.3i-infotech.com) July ‘2010 – April ‘2012**

**Assistant Engineer**

**Responsibilities:**

* Managing and maintaining the LAN and WAN configuration, implementations, maintenance and troubleshooting including Cisco router configuration and Cisco Switches. And Client Support different type of Network Products and Application.
* Track issues to resolution updating Internal knowledgebase and/or communicating with relevant business units
* Planning, scheduling and implementing change requests; such as IOS upgrade and hardware replacement
* Network design and establishment, including: LAN, WAN solutions, etc
* Installing and configuration of All Enterprise Cisco Routers (1800, 2000. 4000, 7000, 7500 and ASR 1002 Series).
* Installing and configuration of All Enterprise Cisco switches (Catalyst 2950, 2960, 3550).
* Following up with ISPs for last mile links & resolve the issue within SLA & reports the same to the Customers and project documentation & Inventory Management
* Monitor network operations utilizing troubleshooting software in order to assist in resolving network connectivity issues
* Coordinate network hardware repairs and dispatch the appropriate vendor/specialist depending on the error determination
* Installation and configuration of IIS 6.0/7.0/7.5
* Backing up and Restoring IIS configuration. Editing the IIS Configuration files. Creating and Configuring a New Web Instance on IIS.
* Operating on various network products & brands including (Cisco, Hp networking)
* Administrating and Coordinating Video conference (Polycon, Aethra).
* Managing and Troubleshooting Network Printers.
* Providing technical solutions for eGovernance projects.
* Repairing & maintaining Servers, Computers & Laptops (Hardware – Software)
* Installing, configuring, and administering windows server (2003, 2008)
* Worked with more than 200 workstations
* Problem analysis and troubleshooting.

**3. Sahara Infotech July ‘2009 to June ‘2010**

**System Engineer**

**Responsibilities:**

* Monitoring & troubleshooting the LAN & WAN. Handling daily network problem calls from the customer & trouble shoot them accordingly.
* Installing & configuring routers, network switches & monitoring network.
* Softwares, Antivirus installation. Manage IP address, troubleshot of Printers of multiple Customers.
* Operating office equipment, PC technical support for office end-users
* Installing, configuring, and administering windows server (2003, 2008) and Installing applications & Programs for (Desktops- Laptops).
* Implementation of LANs in client’s site, Problem analysis and troubleshooting. Proactive communication with clients and provide technical support. Analyze and design client’s network requirements
* Repairing & maintaining Servers, Computers & Laptops (Hardware – Software)

**Personal information**

1. Name : Syed Farooq
2. Date of Birth : 19th of February, 1988
3. Place of Birth : Shimoga – Karnataka.
4. Nationality : Indian.
5. Marital Status : Single.
6. Passport : H9086605
7. Mobile : +91 7795163020
8. Email : [syed.123farooq@gmail.com](mailto:syed.123farooq@gmail.com)
9. Skype ID : syed.123farooq

**Education**

1. **2009 - B.E. in Telecommunication from VTU, Belgaum, Karnataka, India**
2. **2005 - PUC From Sacred Heart PU College, Shimoga, Karnataka, India**
3. **2003 - SSLC From Sacred High School, Shimoga, Karnataka, India**

**Certifications**

1. Cisco Certified Network Associate(**CCNA**)
2. Pursuing Course on Cisco Certified Network Professional (**CCNP**)
3. Pursuing Course on Microsoft Certified IT Professional (**MCITP**) – Server Administrator

**Communication Skills**

1. Collaborative and able to work in a team.
2. Ability to learn new tasks.
3. Pro-active & self-motivated.
4. Ambitious, patient, hard working.
5. Innovative problem solving approach.
6. Excellent organizational and planning skills.
7. Able to communicate and negotiate at all levels having a mature logical approach to work.

**Languages**

1. Urdu: (Mother Tongue).
2. English: Very Good (speaking and writing).
3. Kannada: Very Good (speaking and writing).
4. Hindi: Very Good (speaking and writing).

**DECLARATION:**

I hereby declare that all the information given above is correct as per my knowledge.

**Date:**

**Place: Signature**