

# AUQIB NAZIR

auqib@yahoo.com | +61410640296 | Sydney Australia | **WWW:** linkedin.com/in/auqib/ | **WWW:** auqib.com

## Professional Summary

Expert in managing intricate technical systems with extensive experience as a Computer User Support Specialist. Proven troubleshooting skills lead to enhanced system performance and increased user satisfaction. Effective communicator, ensuring users understand and utilize software and hardware efficiently.

## Core Competencies

- **Networking:** LAN/WAN, SD-WAN, VXLAN EVPN, TCP/IP, DNS, DHCP, VLANs, VPN, Routing (BGP, OSPF, EIGRP), Switching (STP)
- **Security:** Cisco ASA, Palo Alto, Fortinet Firewalls, PCI DSS Compliance, VPN Tunneling
- **Infrastructure & Cloud:** Microsoft 365, Azure, Cisco Meraki, Virtualization, Cloud Networking
- **Monitoring & Tools:** SNMP (AKIPS), Cisco Meraki Dashboard, ITIL Incident Management, JIRA, Hexnode MDM
- **Deployment & Support:** Site Rollouts, Network Documentation, Vendor Management, Root Cause Analysis
- **Soft Skills:** Stakeholder Collaboration, Technical Documentation, Problem-Solving, Independent & Team-Oriented Work

## Professional Experience

- 05/2024 - Current  
Restaurant Brands Australia  
Sydney, Australia  
**IT Support Specialist**
  - Configured and managed Cisco Meraki firewalls, switches, and wireless access points, ensuring secure and reliable connectivity.
  - Created and maintained VPNs and VLANs to optimize network segmentation and secure remote access.
  - Supported LAN/WAN and SD-WAN operations for multi-site environments, ensuring uptime across corporate and retail networks.
  - Monitored performance using SNMP-based platforms (AKIPS), proactively identifying and resolving network issues.
  - Assisted in incident response, root cause analysis, and resolution, minimizing business impact.
  - Conducted system patching and compliance checks in line with PCI DSS and IT security standards.
  - Collaborated with stakeholders to support new store/site deployments, including network setup and testing.
  - Maintained detailed network documentation for provisioning, troubleshooting, and compliance audits.
- 02/2021 - 06/2023  
Sydney, Australia  
**Freelancer (IT & Web Development)**
  - Developed secure web applications using React, WordPress, and PHP, tailored to clients' business needs.
  - Designed database schemas and SQL queries to manage and protect sensitive user data.
  - Integrated third-party APIs and optimized backend systems for security and scalability.
  - Monitored hosting environments, identified performance and network bottlenecks, and implemented fixes.

	<ul style="list-style-type: none"> <li>Delivered full-cycle solutions, including design, deployment, monitoring, and technical support.</li> <li>Integrated third-party APIs into existing websites and applications.</li> </ul>
03/2017 - 02/2018 Adaptify Digital Sydney, Australia	<b>Full Stack Web Developer</b> <ul style="list-style-type: none"> <li>Built web applications with JavaScript, PHP, and jQuery, ensuring security and scalability.</li> <li>Utilized Three.js to create 3D interactive websites, enhancing client engagement.</li> <li>Integrated APIs and databases into web applications for seamless real-time data operations.</li> <li>Monitored site performance, optimized code, and ensured high availability and uptime.</li> </ul>
01/2015 - 01/2016 ASRC Melbourne Melbourne, Australia	<b>Information Technology Support Officer</b> <ul style="list-style-type: none"> <li>Provided system and network support across enterprise IT environments.</li> <li>Queried and managed SQL databases, troubleshooting data integrity and performance issues.</li> <li>Assisted with network troubleshooting (LAN, VLANs, DHCP, DNS), ensuring continuous operations.</li> <li>Generated IT performance reports and metrics for management review.</li> <li>Contributed to incident resolution and service improvements within an ITIL framework.</li> </ul>

Education & Certifications

08/2025	<b>CCNA - Cisco Certified Network Associate</b> Cisco
05/2024	<b>IT Support Professional Certificate</b> Google
01/2020	<b>Graduate Diploma of Management</b> Newton College
01/2016	<b>Bachelor of IT</b> Melbourne Polytechnic