

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, 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
 - Configure and manage Cisco Meraki firewalls, switches, and wireless access points to ensure secure and reliable connectivity.
 - Create and maintain VPNs and VLANs to optimize network segmentation and secure remote access.
 - Support LAN/WAN, and SD-WAN operations for multi-site environments, ensuring consistent uptime across corporate and retail networks.
 - Monitor performance using SNMP-based platforms (AKIPS), proactively identifying and resolving network issues.
 - Assist in incident response, root cause analysis, and resolution to minimize business impact.
 - Conduct system patching and compliance checks in line with PCI DSS and IT security standards.
 - Collaborate with stakeholders to deliver new store/site deployments, including full network setup and testing.
 - Maintain detailed network documentation for provisioning, troubleshooting, and compliance audits.
 - Providing L2 and L3 support for Taco Bell, KFC, and RSC, resolving technical issues and user queries
 - Managing vendor tickets for hardware and software issues, ensuring efficient resolution
 - Managing Hexnode Mobile Device Management for device configuration and troubleshooting
 - Maintaining and updating menu board content via Vital Cast/ Fusion Signage
 - Configuring iPads for optimal functionality in Taco Bell & KFC operations
 - Conducting IT inventory auditing for asset tracking and policy compliance

- 02/2021 - 06/2023
Freelancer (IT & Web Development)

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

Education & Certifications

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