

Waqas Ahmad Daar

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Education

Royal Institute of Technology (KTH)

Master of Science Internetworking

Stockholm, Sweden

Aug 2007 - Jan 2009

Punjab University College of Information and Technology

B.Sc (Hons) Computer Science *GPA: 3.2*

Lahore, Pakistan

Aug 2001 - Sep 2005

Work Experience

Cisco Systems

Customer Success Specialist for SD-WAN

Brussels, Belgium

Jan 2021 - Present

- Drive adoption and expansion of SD-WAN, SASE, Multicloud, ThousandEyes and DevOps solutions – by highlighting features opportunities, winning use cases, and relevant cisco strategies to customers.
- Define customers' technical strategies and roadmaps to drive the adoption of cisco products and services.
- Deliver technical sessions to help customer to achieve their business outcomes.
- Maintain close relationship with accounts teams, sales specialists, delivery teams, partners, product marketing and so on to provide the best-possible customer experience and help customers to advance in the adoption process.
- Establish credibility and influence customer's architects and managers, as well as work collaboratively with hands-on technical professionals.
- Lead strategic customers' meetings.
- Significant contributor to the planning and design of Software- Defined, Cloud and Automation technologies that will integrate with new and existing infrastructure, including identified third party products, custom developments, and services to deliver a cohesive solution.
- Inspire customers to make tactical and strategic deployment decisions to enable their digital transformation.
- Contribute to products, offers evolution and success criteria by providing lifecycle feedback to Customer Success Product Management and Customer Success Programs Teams.
- Responsible for evangelizing the end-to-end Customer Success offering and roadmap to sales specialists, delivery teams, and customers.
- Working with technologies in areas as: Cloud (IaaS, PaaS SaaS, GCP, Azure, AWS), Network Automation (API, Programmability).

Cisco Systems

Consulting Engineer - SD-WAN

Brussels, Belgium

Jan 2020 - Jan 2021

- Drives technology design, implementation, execution and/or optimization for customer projects/accounts.
- Works with customers to plan, design, configure and/or diagnose Cisco's suite of products, services, and solutions to accelerate customer outcomes
- Assists customers with integration and implementation of tools, systems, and service assurance
- Supports presale activities and translate business requirements into solution design
- Builds customer simulations in test labs to resolve/validate complex problems and compatibility issues
- Creates and delivers customer collateral, portals, documentation, and knowledge transfer
- Aligns technical deliverables to customer business outcomes.
- Complies with and supports company policies and processes and utilizes relevant tools to effectively execute the role and support professional Services' strategies and goals.
- Drives technology design, implementation, execution and/or optimization for customer projects/accounts.
- Works with customers to plan, design, configure and/or diagnose Cisco's suite of products, services, and solutions to accelerate customer outcomes
- Assists customers with integration and implementation of tools, systems, and service assurance

- Supports presale activities and translate business requirements into solution design
- Builds customer simulations in test labs to resolve/validate complex problems and compatibility issues
- Creates and delivers customer collateral, portals, documentation, and knowledge transfer
- Aligns technical deliverables to customer business outcomes.
- Drives customer technology transitions, influencing solution architectures and services
- Complies with and supports company policies and processes and utilizes relevant tools to effectively execute the role and support professional services' strategies and goals.
- Drives customer technology transitions, influencing solution architectures and services

Cisco Systems

Technical Consultant Engineer

Brussels, Belgium
Feb 2011 - Dec 2019

- Technical support to Cisco partners and/or customers for Cable, Access and SD-WAN solutions.
- Typically, be responsible for resolving moderately to highly complex technical problems.
- Simulate technical problems in lab environment so resolution will be faster.
- Share knowledge with other people in writing technical documents and enlarge the knowledge database.
- Provide internal and/or external technical presentations (cross-training).
- Escalate some specific problems to the responsible Business Units for product enhancement.
- Assist TAC team members in resolving complex customer issues.
- Work on services support projects aiming to enhance Cisco support capabilities and create new services for CX engineers.

Orange France Telecom

Research Internee

Paris, France
Jun 2010 - Nov 2010

- Understand the working of OpenFlow protocol and did several tests in a test bed.
- Integrate the OpenFlow with Quagga (open-source routing platform)
- Made changes in the Quagga code to introduce several CLI to direct the Quagga BGP process to impart the iBGP control information to iBGP peers in a same AS.
- Made a report about of findings how Quagga worked internally.

University of Trento

Research Student

Trento Area, Italy
Nov 2008 - Jul 2009

- Evaluating different streaming technologies and design a video server which can plug in with different streaming technologies. Our proposed design not only decrease the cost in terms of number of video servers but also decrease the management overhead of different streaming servers.

OSREN-MAREN

Network Engineer

Malawi
May 2008 - Nov 2008

- The project is expected to provide an open-source software platform for the deployment of MaREN (Malawi Research & Educational Networks) as well as a framework for managing the network.
- Network Design with open source Bifrost Routers.
- IPV4 addressing scheme
- Proposed IPV6 addressing scheme for future IPV6 connectivity.
- Implement different services like DNS, email, cache server.
- Implement MRTG for real time network monitoring.

LINKdotNET

Network Engineer

Lahore, Pakistan
Jan 2006 - Aug 2007

- Installation, configuration, and maintenance of core/access devices including DSLAM (Paradyne), ATM Switches, BRAS(RedBack), Cisco (7200,3600,2600,2500)/Switches (Cisco 3750, HP ProCurve)
- Lucent's MAX TNT, 3K & 6K Installation, Configuration, Troubleshooting and Maintenance support.

- Responsible for proper operation of IGP (OSPF) & BGP (eBGP) routing protocols nationwide.
- Experience of managing and troubleshooting of routing protocols EIGRP, OSPF and BGP on large scale live networks.
- Interaction with other 3rd line engineers for service escalations according to the customer SLA.
- Provide in-depth analysis of network incidents and implementation of permanent fix to avoid their recurrence.

Skills

Switching:	VLANs, VTP, HSRP/VRRP
IP Routing:	OSPF, IS-IS, EIGRP, BGP
MPLS:	L2/L3 VPN, Inter-AS VPN
VPN:	IPSEC, SSL/TLS
IP Multicasting:	PIM (SM, DM), MSDP
SD-WAN:	Routing, Control/Data Policies, Security Policies, Multi-Cloud connectivity
Programming:	Python, Bash scripting
Cloud Networking:	AWS
Automation:	Ansible

Workshops and Trainings

Due to COVID situation we arranged **EMEAR Enterprise Networks CX/TAC Partner Workshop (24th-26th of March 2020)** focusing on transferring the knowledge of SD-WAN Technology and how Cisco CX and Partner can collaborate in a way that we can achieve great results, which was held in a **virtual format** through Cisco Webex.

- **A new record - 1379 attendees (188% vs previous record) from 66 countries** joined us for 3 intensive days filled with deep technical lectures. A truly interactive and engaging event with **more than 500 questions answered** in the Webex QA panel. Biggest Partner EN tech event to date!
- **4.49/5 overall CSAT score** from 731 !! completed surveys.

Arranged an **EMEAR Enterprise Networks CX/TAC Partner Workshop (17th-19th of September 2019)** focusing on transferring the knowledge of SD-WAN Technology and how Cisco CX and Partner can collaborate in a way that we can achieve great results.

- **A record 731 partners (32 on-site and 699 webex) from 57 countries** joined us for 3 intensive days filled with deep technical lectures and hands-on labs to create a truly interactive event with engaging conversations on-site and hundreds of QAs in the webex panel. Biggest **Enterprise Networks** tech event to date!
- **4.42/5 overall CSAT score** (484 completed surveys).

Certifications

- Cisco Certified Internet Expert (CCIE) in Enterprise Infrastructure
- Cisco Certified Internet Expert (CCIE) in Service Provider
- Aviatrix Certified Engineer - Multi-Cloud Network Associate
- ONF Certified SDN Associate
- Cisco Certified DevNet Associate
- Cisco Certified Specialist - Enterprise SD-WAN Implementation Programming for Everybody (Python)
- Introduction to Computer Science and Programming Using Python from MIT

Awards

Cisco Jovian Award

Jovian recognition goes to those CSEs who drive unforgettable customer experience embodying the values of service culture in general and SCC more specifically: Showing Empathy and understand customers' needs. Taking Ownership and be a trustworthy reference. Showing growth and demonstrating that you are competent. Always strive for Excellence and Product/Services/Cultural improvement **Jun 2018**

CISCO CAP

Cisco CAP (Cisco Achievement Program) award from peers and management in appreciation for outstanding contributions within team. **Jan 2013**