

Name: Mohammed Asad

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Driving Licence: Full Clean Driving Licence

SUMMARY OF EDUCATION/QUALIFICATIONS

2013-April Cisco CCNA 802-640
2002 Cisco CCNP Routing
2001 Cisco CCNA Certified
1999-2001 Buckinghamshire University College - HND Computing and Network Technology
1996-1998 Aylesbury College - GNVQ Advanced Information Technology
1993-1994 Amersham College - BTEC First diploma in Information Technology
1989-1993 Cressex school - 8 GCSE's grade C and above

PROFESSIONAL EXPERINCE

April 2019 – Currently held

Sensical.net

Senior Network engineer

Duties include

implementation, deployment, and support of networks comprising the following:

- Apply configuration across a broad spectrum of equipment and vendors, Cisco/Fortinet/HP Aruba (routers, switches and firewalls).
- Create and maintain comprehensive and accurate documentation. Produce process documents and change request listing schedule of works in order.
- Project base work maintaining internal and customer network.
listing of a few projects completed successfully;
 1. Internal Cisco ASA to Fortinet firewall migration
 2. Datacenter rack move - Network devices moved, New ATS transfer switches installed
 3. Multiple site switch replacement for a building society requiring POE switches for single interface allowing data and voice connectivity.
- Updating Firmware using suggested and conservative versions across routers, switches and firewalls, Cisco wireless controller and AP Lightweight/Autonomous modes
- Create handover documentation for technical support teams to ensure efficient support and reduce escalations.

August 2014 – April 2019

Claranet Ltd

Technical Service Delivery Engineer

Duties include:-

Provide the technical direction for the validation, specification, and implementation of customer services throughout the delivery life cycle, ensuring solutions are right first time, on time and meets customer expectations within the agreed project scope.

- Successful implementation and ongoing change of customer solutions.
- Ensure an excellent customer experience
- Providing analysis, suggestions, solutions, resolution and advice to customers and to other internal teams.
- Troubleshooting and rectification of issues associated with the implementation and/or change of customer solutions
- Supporting the wider infrastructure teams in installation and change activities on shared platforms
- Practical experience working with the following networking infrastructure: Juniper / Cisco / Fortinet ADSL, FTTC, 3G/4G Ethernet
- Install, configure and maintain leading router and switching protocols including but not limited to, BGP, OSPF, QoS, MPLS, HSRP and EIGRP SNMP, DHCP, NAT, DNS, LAN/WAN
- Ability to build, deploy and migrate security products including, SSL VPN technologies (Juniper/Fortinet)
- Understanding of technical and network principles and design methodologies with regards to operational environments.
- Provide a professional level of third line technical support to ensure network stability and to enable the effective running of customer solutions.
- Providing analysis, suggestions, solutions, resolution and advice to customers and to other internal teams
- Work with the Project Office to make sure assigned projects and program components required to deliver services are delivered on time and to the highest quality

October 2006 – August 2014

Opal Telecom LTD/ Carphone Warehouse Talk talk Technologies

Network Field Engineer Duties

include:-

- Troubleshoot and Installation of Juniper EX4200, Cisco 3750, Cisco 4948, Cisco 2800 and Huawei S3500/S5600 switches/routers
- Redback Edge 800 installation and commission/maintenance
- Infinera DWDM Installation, commission and maintenance
- Transmode DWDM 102/3000 connectivity
- Install and support MSAN product UA5000 - Maintenance and repair. • Troubleshooting from BT Exchange HDF/MDF
- Re-terminating customer circuits from HDF.
- Troubleshooting Voice and Broadband faults.
- Resolving faults on the Opal Telecom LLU network.
- Update and reporting all results on all work carried out.
- Fibre installs to various vender equipment
- EFM cct installation
- EAD cct connections and JDSU end to end testing.

April – October

Huawei Technologies Co. Ltd.
TAC NOC/NGN Engineer Duties

include: -

- Responsible for technical support to customers in a NOC and TAC environment for broadband and MSAN products UA5000, MA5300, MA5600
- Supporting and testing on VOIP for triple play products with MSAN (UA5000)
- H.248 protocol testing for Sending and Receiving packet and comparing data quality.
- Level 3 Technical support service to customer problems, enquires and complaints from customer emails phone calls and website portals
- Logging all support incidents in call tracking database ensuring all data is complete and accurate
- On-site support for customers, upgrading firmware/hardware on DSLAM cards, troubleshooting faults, configuring PPPoA, PPPoE, VLAN, DHCP, Radius and BRAS
- Troubleshooting and resolving customer product/network problems, using online data services wherever possible and other resources wherever possible, dial into customer site to assist wherever appropriate
- Reporting new or undocumented customer problems in a Lab environment and providing evidence of findings to Escalation support or development engineering as appropriate
- Upgrading images and patches on Configuration cards, and ADSL, SHDSL and video cards
- Diagnosing complex technical issues and interfacing with Research and Development

Feb 2006 –April

Alcatel, Bristol UK

NOC Engineer on Wanadoo/Orange Project

Duties include: -

- Configuring 7750 routers with new IP schema
- Commissioning Alcatel 7330 ISAM and Alcatel 7342/7750 ISAMs
- Project for Wanadoo LLU
- Providing remote assistance to engineers on-site
- Troubleshooting IP ISAM/Router configuration and HDF/MDF fault finding • Supporting engineers on site to change Alcatel modules, configure control cards
- Supporting engineers on site to upgrade firmware and flash memory.
- Carry out roll back Procedures to meet Wanadoo's planned works operation.
- Reassigning IP addresses on sites with multiple ISAMs
- Configure OSPF, RSVP, VLANs
- Creating test ports and liaising with engineers to prove MDF/HDF wiring
- Using Alcatel 5523 ADSL Work Station (AWS) to commission and test new ISAM
- Troubleshooting all commissioning and IP addressing issues
- Use of Remedy to log call activity
- Logging all support incidents in call tracking database ensuring all data is complete and accurate
- Ensure complete handover of Escalation work is completed.

May 05- Feb 2006

British Telecom

Broadband NOC Engineer

Duties include: -

- Assistance to engineers installing new equipment
- Commissioning new DSLAMS, Extension Racks, Card infill and fibre optic installations for Alcatel, Fujitsu, Marconi and Huawei Kit
- Testing for connectivity with IP, Video and data stream connection
- Alcatel, Fujitsu Marconi and Huawei DSLAM expertise.
- Knowledge and understanding of 21CN Network, Fujitsu Access link, Alcatel Metro Link and Cisco Core Network.
- Dealing with escalations within an agreed time scale
- Routine Monitoring of Network capacity and Network Events
- Troubleshooting and progressing network events to ensure Quality of service and to meet SLA
- Supporting and troubleshooting of broadband across the UK
- Troubleshooting ATM/IP DSLAM's
- PPPoA and PPPoE end-to-end complete understanding Network Equipment Testing and Integration Provisioning Alcatel/Fujitsu/Marconi DSLAMs into a DSL deployment framework which included validation of network elements during integration and hence to confirm end-to-end DSL implementation.

2004 – 2005

Claranet Ltd

2nd/3rd Network Associate Noc Support

Duties include: -

- Supporting Business customers
- Updating Zone files
- HTML, ASP, JavaScript and CGI
- Creating/changing MX records
- DNS configuration support and troubleshooting
- Broadband support and troubleshooting.
- Router and Firewall support, setting up Netgear, Zyexel, Routers and various BT routers
- Working in a team and alone to meet deadlines
- Unix based support, Web servers,
- Leased lines support
- PPP0A through end to end connection.
- Troubleshooting different BB products, such as, ADSL, SDSL

2002 - 2004

British Telecom

Broadband Engineer Duties

include: -

- Commissioning new DSLAMS and fibre optic installations for Alcatel, Fujitsu and Marconi
- Troubleshooting Sub-tended equipment, Loop-back testing, and remote fibre optic installation.
- Carry out configuration test using Alcatel Fujitsu and Marconi equipment AWS, FENS and Marconi Element Managers
- Assistance to engineers installing new equipment
- Testing for connectivity with IP, Video and data stream connection
- Dealing with escalations within an agreed time scale

- Troubleshooting and progressing network events to ensure Quality of service and to meet SLA's
- Supporting and troubleshooting of broadband across the UK
- Troubleshooting ATM/IP DSLAM's
- IP Repair and Provision of broadband Technology

2001-2002

Astriknet

CCNA Trainer

Duties include-

- Preparing CCNA labs, setting up back to back routers (2500,2600xm series) • Supporting Students for their CCNA exam. (Providing questions and answers)
- Installing, Configuring and maintaining Cisco Routers within a network.
- Monitoring and Troubleshooting Cisco Routers And Switches
- Monitoring and Troubleshooting VLAN's

SKILLS & ATTRIBUTES

Networking Systems: -

- LAN, WAN, MPLS, Frame Relay, ISDN, TCP/IP, DNS, DHCP, HSRP
- BGP, OSPF, EIGRP, RIP, VLANS, NAT, VPN, IPSec, SSL
- How to setup Common VLAN, SMART VLAN, MUX VLAN SUPER VLAN.
- Cisco Routers/Switches, HP aruba switches. Juniper switches.
- FORTINET, ASA, Juniper SSG Firewalls.
- ADSL, FTTC, FTTP, EAD, Ethernet line connectivity setup and troubleshooting.
- Documentation - Creating process documents, Change control
- Troubleshooting connectivity from all OSI layers.
- Service Now, Sharepoint, Check_MK,
- Alcatel, Fujitsu, Marconi & Huawei DSLAM's, full understanding of 3rd gen
- DSLAM's of Fujitsu, Alcatel and Huawei ASAM ISAM and MSAN
- Creating ISAM Network Elements using Alcatel Work Station.
- Huawei DWDM, Infinera DWDM.
- Understanding of Multicasting services,
- VOIP and Broadband technologies SIP and G.711 series standards

PROFILE

I am Organised and highly motivated individual with excellent communication skills. Working efficiently both alone and in a team to meet deadlines with problem solving skills. I am capable of achieving personal objectives,

Ambitious, focused and thrive on accelerating professional development. Nothing is easy and I believe in accepting challenges which enhance my skill set and overall development for myself and others as well as the company employing me.

R E F E R E N C E S - Provided on request