**DALLI PARVEZ**

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Profile

An extremely driven and highly passionate Cisco Certified Network Engineer with extensive experience in IT networking and a dynamic MBA qualified can give a valuable contribution to next employer. Experienced in network design and consultancy, technical sales, project coordination and implementation as well as has in-depth knowledge of technical management. Believe in successful delivery of projects through planning, proper management and excellent communication with clients and colleagues.

Qualifications & Accreditation

CCNP Implementing Cisco IP Routing and Switching (2018)

CCNA Cisco Certified Network Associate (R&S) (2014)

MBA Marketing, University of Gloucestershire, UK (2011). [*Dissertation: Corporate Social Responsibility (CSR): A case study among seven oil companies.*]

PGD Business Administration, Westminster College of Computing, U.K. (2008)

Professional Skills

Network Operation, Network Support (1st Line), Project Management, Communication (Verbal and Written), Cisco Routing and Switching.

**Product Experience Summary**

###### **Network Devices & Skills**

* Cisco Routers (800, 1700, 1800, 1900, 7200, 3800, 2800, 2600, 2500 and 4300).
* Switches (Catalyst 1900 & 2900, 3500, 4000, 5000, 5500, 6000 and 6500).
* Video conferencing device: Cisco c20.
* DHCP, DNS and WINS services.
* Cisco Telephony (VoIP) and Qos.
* Security and IP packet filtering protocol: SSH, WAP-2, ACL, NAT, RADIOUS and TACACS+.
* Worked with: RIP, IGRP, HSRP, VRRP, EIGRP, OSPF, BGP, Redistribution and Summarisation etc.
* Layer - 2 Switching and Spanning Tree Protocol (STP): port security, port priority, port-fast, uplink-fast, backbone-fast, RSTP (802.1W), BP DU guard and Ether-channel.
* VLANs (Virtual LANs): Use all types of VLANs, Trunk, use VTP in any mode.
* LAN Extensions, MAN and WAN (PPP, Frame Relay, GRE Tunnels and VPN)
* Basic understanding of DSLM, MPLS, Ethernet and Polycom technology.

**Applications**

* MeataASSIST,
* HEAT and Change Gear ticketing systems,
* VNOC applications: CMA (Converged Management Application), RMX (Real-Time multipoint video, voice and content collaboration).
* Monitoring tools such as Spectrum, OSS and Team Viewer etc.

Experience

Siemens plc January 2017 to Present (Permanent)

**September 2016 to December 2016 (Contract)**

**November 2015 to April 2016 (Contract)**

**Network Engineer (Operator)**

**Project Name: TFL SMC Project**

**Responsibilities:**

* Working as a network support Engineer to assist TFL and its 3rd party.
* Installed, relocated and upgrade the onsite Cisco equipments such as Router & Switch.
* Tested Cisco IOS, IOS upgrade, configuration updates and implemented network protocols on Cisco networking environment.
* Attending to the fault with in field engineer, raising and updating tickets to distribute information among field engineers and 3rd party.
* Involve network migration project with in-house and on field network migration engineer.
* Implement all accurate cabling process to connect devices (such as circuit, Router and Switches) for Network stability.
* Monitoring and troubleshooting In-station systems through OSS to identify faults and log IR.
* Response to calls and emails from field engineers, TFL and 3rd party to collect information as well as updating present tickets.
* Solving issues through troubleshooting to deliver update information to FSE or 3rd party.
* Communicating with team manager, supervisors or 3rd party about unsolved issues to execute work under SLA.
* Updating daily handover to inform next shift to monitor new and ongoing issues.
* Working within a team to deliver accurate job in difficult situations.

**Arkamai IT Communication Digital Media/ISG Technology Ltd May 2016 to October 2016(Contract)**

Network Engineer

Projects Name: BT and COSCO

Responsibilities:

* Managed technical/Logical issues for BT and COSTCO customers and Operation Centres.
* Visiting customer sites and involve with customer’s network migration.
* Proficient in installation, relocating and upgrading the onsite Cisco equipments such as Router (Cisco 800 and 4300 series) and Switch (Cisco 2900)
* Performed Cisco IOS, IOS upgrade, configuration updates and implemented network protocols on Cisco networking environment.
* Built development Lab, for pre-deployment client configuration Routing Scripts.
* Executed all accurate cabling process to connect devices (BT circuit, Router and Switches) for Network stability.
* Executed appropriate troubleshooting protocols to achieve 99.9% uptime to resolve any network fault.
* Handled escalations and resolve technical issues according to SLA.
* After completion the network migration, confirm the network stabilities and all application establishments with on site client and remote commissioning team.
* Regularly report to the operation manager and Project Manager, after all daily task completion.

**Easynet Global Service LTD May 2015 to September 2015(Contract)**

**Technical Support Engineer**

**Responsibilities:**

* Responsible for performing as a 1st Technical Support Engineer to support the company’s network infrastructure.
* According to the customer request on the Easynet devises such as Cisco (820, 1900, C20) and BT exchange (on-network) do all adds and changes on the existing configuration with the discussion of senior technical engineer.
* Core troubleshooting on different vendors such as Cisco and Juniper. Find out the findings and provide solutions with the customer expectations.
* The regular job is to investigate network outages, errors and alerts generated on network devices and syslogs.
* Respond to calls, emails and other customer alerts promptly and within the Service Level Agreement SLA/KPI targets.
* Using ticketing system called HEAT to log and follow-up fault pro-actively by managing application such as Spectrum.
* Follow appropriate technical troubleshooting guidelines and techniques to diagnose and issues.
* Ensure tickets are regularly and accurately updated in accordance with Service Level Agreements (SLA).

**Ednut Consulting December 2012 to May 2015**

**Network Engineer**

**Responsibilities:**

* Responsible for performing 1st and occasional 2nd line network service support across the infrastructure.
* Rresponsible for configuring, installation and commissioning of Local Area Network, Wireless LAN and Cisco voice etc.
* Monitoring the global network using HP Open view to proactively manage network devices and identify potential faults and bottleneck.
* Configured and installed VPN using Cisco 2921 on client’s site as a redundant backup to the central office in event of the main Verizon WAN connection failure.
* I identify and propose infrastructure changes as and when necessary and author the implementation and back-out plan as stipulation by the change management procedure.
* Responsible for providing security to Ednut Consulting network for third party connection using Access-list and NAT.
* Using in-house problem management system to raise ticket, identify root cause of problem, taking ownership, and resolving them with the service level agreement (SLA).
* Using network diagnostics utility such as trace, pings, tcpdump, packet captures to troubleshoot routing, firewall and other related issues as well as to investigate network outages, errors and alerts generated on network devices and syslogs.
* I ensure that alerts are suppressed for any planned maintenance work so that on-call engineers are not called out unnecessary.
* Network design and apply it for the client requirements as well as setup Security in LAN and WAN environment.

**Oltec-Group, London. February 2009 to December 2012 Technical Support Engineer**

**Reference: Available on Request**