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**Muhammad Ali Raza**

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PROFILE

CCNA Routing & Switching Certified individual with hands on experience in IT infrastructure. Excellent interpersonal skills and ability to communicate concisely and articulately at all business levels. . I am self-motivated, quick learner & posse’s can-do attitude.

CERTIFICATION

CCNA (Cisco Certified Network Associate – Routing & Switching)

CCNP (Cisco Certified Network Professional – Switching (In Progress)

ITIL Foundation from The Knowledge Academy.

**Experience And skills:**

* Experienced in 1st and 2nd line IT support engineer.
* Desktop support including troubleshooting PC's to end users, installing and configuring PC's & software and supporting the Helpdesk.
* Face to face support to users, explaining technical terms to non-technical users with step by step troubleshooting procedure.
* Deployment of Windows 7/8 and 10 on laptops and desktops and confirming all software/application and hardware is running without errors. Including outlook, office 365, Skype, dropbox and printers. Including installing and configuring through SCCM server.
* Data Migration and wiping for clients.
* Active Directory-Setting user privileges, re-setting password, unlocking user blocked account, insuring user is on AD/search users and machine that are on the domain.
* Issuing and resolving tickets on service now.
* Mapping required network drives for users.
* Setting up docking stations and new on-board users machine with all desired application
* Updating inventory of all IT equipment given out and received back. Keeping stock count.
* Knowledge and experience and ability to work in a project-based environment requiring flexibility and teamwork.
* Hands on experience of configuring, patching and stacking of patch panels, switches, MPLS and routers and giving remote access to through console port.
* Configuring IPv4 addressing and TCP/IP networking.
* Sound knowledge of configuring and troubleshooting of IP routing protocols - Static, dynamic, RIP, RIPv2, EIGRP, OSPF, DHCP and basic of BGP.
* Installing, configuring and administering LAN/WAN network technologies.
* Network troubleshooting LAN, switch and WI-FI access point.
* Configuration of Access Control Lists (ACLs), NAT, PAT, VLANs, VPN and GRE.
* Understanding of firewall and its types.

**Work Experience:**

**Dec 2018-to-Present: Network Engineer 10th Cloud Ltd.**

**Main duties and Responsibilities**

* Incident Management, detection & diagnosis, Proactive monitoring of all network platforms.
* Chasing, creating, updating incidents, providing timely updates to all suppliers, stakeholders & external suppliers.
* Resolving network issues to allow continuation of the company’s customer connections & maintaining SLA’s.
* Liaising with customers, vendors, 3rd party suppliers & different Service providers e.g. BT Power and Virgin Media.
* Monitoring trend analysis & Error detections & escalating faults to relevant team/department.
* Liaising with internal & external engineers, providing access to different data centres.
* Generating reports on Solar Winds.
* Work with the infrastructure planning groups, assisting with the network capacity and high availability requirements as well as Operations service assurance and central operational teams.
* Worked within the ITIL framework and SLAs to ensure the stability in network
* Looking after the Planned work, raising permits & completing handovers
* Configuration of **OSPF, EIGRP, BGP, RIP, VLAN**, Spanning tree, port security, **HSRP, DNS** etc.
* Supervising and Configuring Cisco Routers and Switches, Implementing and troubleshooting **LAN** and **WAN** network, with excellent knowledge of the **TCP/IP and OSI model.**
* Configure data **VLAN, Voice VLAN, DHCP.**
* Racking and stacking of devices, LAN inter-connection and connection to the WAN router.
* Patching network cables for all the equipment’s in telecoms equipment room.
* Complete daily Network systems checks and update customer infrastructure documents.

**Feb 2017 – Dec 2018: Field Engineer Excoms, Luton.**

This roll includes projects in Cummins, MOD, Wills Tower and Cadent.

The role was to configure, implementing and troubleshooting customer IT equipment and communicating with customers externally and internally with the Service Desk team.

Main duties and Responsibilities:

* Responsible for the successful completion of the engineering aspects of project in conjunction with a project manager.
* Leading team of a small group, which includes reporting to project manager and making sure to achieve the targets on daily basis.
* Facing and dealing with high level customers including directors.
* Documentation reporting of equipment on daily basis.
* Resolving and Troubleshooting line 1 up to line 2 tickets.
* Migration of Network transformation data and voice.
* Configure PC Operating Systems, PC Hardware and BIOS including Windows 7/8 and 10.
* Configure bespoke software according to user needs including outlook, office 365, Skype, dropbox and printers.
* Building PCs and Data migration and wiping of the secure data according to the SLAs.
* Network connectivity troubleshooting ping, tracer, telnet.
* Equipment racking and staking, especially cisco routers and switches.
* Update and completion of customer internal documentation.

**June 2015 – Jan 2017: IT Support Engineer Uzzi Consulting Ltd.**

The role was based on practical experience of installation, repair and maintenance on a range of software and hardware products.

Main duties and Responsibilities:

* Resolving and Troubleshooting line 1 up to line 2 tickets.
* Lead team of small group which includes reporting to project manager and making sure to achieve the targets on daily basis.
* Managed and maintained Active Directory objects and accounts.
* Identified and resolved computer hardware, software and network issues.
* Configuring, troubleshoot LAN and WAN network connectivity including DHCP/DNS.
* Configure PC Operating Systems, PC Hardware, BIOS including Windows 7/8 and 10.
* Building PCs and Data migration and wiping of the secure data according to the SLAs.

**Education:**

**October 2018**   **CCNA Routing and Switching 200-125.**

Install, configure, operate, and troubleshoot medium-size networks, including implementation and verification WAN, LAN, ISO, TCP/IP, RIP, EIGRP, OSPF, ACL, DNS, DHCP, VPN, VLAN and NAT ext.

**2012 – 2015**  **University of The West of England Bristol**

**BA (Hons) Media and Journalism (2:1).**

**2009 – 2011** **Manchester International College.**

**Diploma in Computing & Networking**.

Computer hardware and software, Computer security, Basic programming, Computer and wireless networks communication, Microsoft office.

September 2010 European Computer Driving License (ECDL).

OTHER TECHNICAL SKILLS

* Installing, configuring and administering network technologies.
* Ample knowledge in Windows 98 \ Me \ XP \ 2000 \ 7\ 8 \10, 2000 Server\ 2008 Server\ 2012. Server\ 2016 Server. Microsoft Office.
* Active directory management, NTFS security.
* Creating and managing additional domain controllers, Active Directory Disasters Recovery.
* Managing group policy.
* IP addressing and sub netting, Routing.
* Working knowledge of DHCP Server, DNS Server, Proxy Server, Windows AD.
* Setting up Secure NFS Servers with multiple Clients for File and Disk sharing.

HARDWARE

* Troubleshooting hardware and software problems.
* Computer assembling and maintenance.
* Installing software and application to user standards.
* Installing and configuring the peripherals, components and drivers.

**License:** Full UK driving license (clean) & have my own transport.