**KASHIF ANWER ALI**

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DOB: October 5th 1976

**Profile:**

Highly self-motivated, experienced Network Engineer/Design professional, with significant IT/telecommunication experience in the fields of Network, Security and Designing, Systems Planning, Setups, Monitoring and Integration of Internet works involving High-End equipment.

Strong track record of pragmatically analysing complex technical software & hardware issues, proposing appropriate practical solutions using own initiative, creativity, logic, and flexible approach.

Excellent management and interpersonal skills having extremely proactive approach to set goals, very well experienced with customers, Technical Support, Technical documentation, network equipment recommendation.

**Education: Bachelors of Computer Science**

**Certification:**

**ITIL Foundation Certification**

**Cisco**: CCNA, CCNA-Wireless, CCNA-security, CCDA, CCNP (R&S), CCDP, CCIE DC Written, CCIE DC (LAB attempted),

CCIE R&S Written, CCIE Security Written.

**Microsoft:** MCSA, MCSE, MCITP

**Hewlett-Packard**:Certified HP Net Servers & Workstations (HP Singapore).

**Checkpoint:** Check Point Certified Security Administrator (CCSA) R77.30 **Palo Alto:** Accredited Configuration Engineer (ACE)

**Training:** Linux Operating System, Structured Cabling.

**Technical Skills:**

* **Design:** Modular network solution, IP Addressing, Network Security Assessment, Switching design, high availability network, Content networking & storage networking solutions, VPN (Site-to-Site, remote access, MPLS-VPN)
* **WAN Technologies:** Circuit switching (dedicated & on-demand dial), Packet switching (ATM, Frame Relay, MPLS-VPN), PPP, HDLC, DSL and Broadband.
* **LAN Technologies:** Ethernet (Gig/10G/40G Ethernet, Metro Ethernet, Fast Ethernet), FDDI, Wireless (Wi-Fi, WiMax, WAN, Enterprise and business Network Technology).
* **Wireless:** LWAPP/ Autonomous Cisco 1200, 2600, 2800 series Access Points, Cisco 1410 Series Bridges. Cisco WLC 2500, 4400, 5500, 7500 and 8500. Flexconnect, HREP and local switching. Cisco Meraki Access Points MX400, MX84, MX64, MS425, MS410, MS220, MR26. Aruba AP-225 series.
* **Voice technologies:** CUCM 8.6+, Unity, CCME, CCUE, UCCX, ARC v5.1+ / ARC Business Attendant Console, Cisco Unified Communication, Cisco Unity Server, Service Assurance Agent, QoS, H323, SIP, and SCCP-Skinny.
* **Cabling:** Copper (TE68A/TE68B), Fibre optics (single & multimode), Fibre Optics connectors (LC – SFP, ST, SC – GBIC), T1/E1, Optical carrier (OC-x)-SONET/SDH (STM-x).
* **Internet access over LAN**: Dial-up, Leased line, ISDN, VSAT, RF technology, cable and broadband, DHCP, DNS and NAT configuration on routers.
* **Protocols:** TCP/IP and internet protocol suite, routing protocols (RIP, OSPF, EIGRP, BGP, MP-BGP, IS-IS, route distribution), HSRP, VRRP, GLBP, UDLD, MPLS-VPN, VLANS and VTP.
* **IP Multicast:** Multicast routing configuration (PIM dense-mode, sparse-mode, sparse-dense-mode, multicast boundaries and ‘ip igmp snooping’ on switches.
* **Security & Monitoring:** ACL, prefix-list, IPSec protocol suite, Penetration testing, Content security, Security audits, IPSLA, Cisco Firepower / IPS , Cisco ASA (55xx), Cisco PIX firewall 520/515, Checkpoint (NG/NGX on Nokia, IPSO), Cisco NAC, Cisco ACS, TACACS+ & RADIUS. FWSM Modules, VPN concentrator, Juniper SSG/IGN/Netscreen based firewalls, SSL VPN appliance, Palo Alto (PA-200, PA-3020, PA-5060), Fortigate firewalls, Forti Manager, Analyzer, Infoblox. Cisco Meraki firewalls MX400, MX84, MX64W
* **DATA Centre:** Cisco ACI,FabricPath on Nexus, VPC, Knowledge of Data Centre management (infrastructure, redundancy designs, environmental state, linked, backup), Health & Safety procedures.
* **Migration:** Firewall Migration, Technology refreshment, BAU, routing protocols migration and troubleshooting, LAN migration.
* **Troubleshooting:** Documenting networks, end-user connectivity & upper layer connectivity (L1-L7), routing protocols (RIPv2, EIGRP, OSPF, IS-IS, BGP), Catalyst/ IOS switches, VLANS and WAN connectivity.
* **Network Management:** CiscoWorks 2000, HP Openview, Packeteer, Sniffer Pro, Cisco NAM.
* **Expertise:** 
  + **Cisco Routers** - 2600, 2800, 3600, 3750, 3800, 7200, 7600 series.
  + **Cisco Nexus** – 1000v, 2K, 4K, 5K, 7K, 9K.
  + **Cisco Layer 2/3 switches** - 1900, 2900, 3550/60, 3750x, 4500, 4900, 5000/5500 (CatOS), 6500/7600 series (hybrid and native IOS).
  + **Wireless – Cisco WLC, Aruba,**
  + **Cisco Meraki** – Firewalls, MX400, MX84, MX64W. Switches (MS425, MS410, MS350, MS320, MS225, MS220) Access Points. MR30H, MR33, MR42, MR52, MR53E
  + **Cisco Firewall:** ASA 55xx, Firepower FTD, FMC, AMP, ISE.
  + **Juniper** - EX, MX, T, SSR and SGX Series
  + **Brocade -** FCX, ICX 643x, 66xx series and VDX 67xx, 6740/40T.
  + **ProCurve Switches**: 2920, 3100 EI, 3500 YL, 5500 SI/EI Series.
  + **Extreem Switches**: X430, X4440 & BD 8800 (stack/Modular).
  + **Load Balancer:** F5LTM, Cisco ACE, Riverbed

**EMPLOYMENT HISTORY:**

**Employer: IBM - UK**

**Senior Network and Security Consultant FEB 2017 – till date**

Design and support Networks Operations & Management, Analysis, Capacity Planning, Configuration, Monitoring Optimization, Migrations, Rollouts, Technical-consulting, Provisioning, Reporting, Training, Firewall-security and troubleshooting of complex multi-protocol and multi-platform IP based networks.

Maintained and managed change process on security devices by reviewing changes before they implement; approve or decline change request based on business needs, project scope, HLD/LLD design and detailed implementation/regression procedures followed accordingly. Working closely with the project managers as a main lead consultant. Follow the process during the Service Delivery .After the SD; make sure the service is within the SLA for the service assurance process.

* LAN Refresh:
  + Implement LAN design blueprint in LAN
  + Replace EOL/EOS LAN Extreem switches (stack/standalone)
  + LAN redesign/Rationalise Network Switches.
* Network WAN Transformation:
  + MPLS Service provider migration
  + QoS Design
  + High Resilience on WAN
  + Involves Approximately 214 Sites (including two large Data Centres) migrations.
* Wireless installations / Upgradation:
  + Deployment for 2800 series (Mobility Services)
  + Installation of vWLC with failover/SSO connectivity.
  + Upgrades of WLC codes/firmware.
  + Flex connect / local switching connectivity.
  + Designed and Configured Cisco Meraki MX400, MX84, MX64, MS425, MS410, MS220, MR26 deployment for teleworkers and remote offices.
  + Installation of Autonomous mode Access Points.
  + Cisco Prime 2.0/3.1.
  + Provide detailed network drawings and diagrams and relation as-built documentation.
* Juniper SSL VPN:
  + Introduction of Secondary Juniper SSL VPN MAG6610 in Secondary Data Centre.
* Firewall Migration:
  + Migrations multiple site from checkpoint to Firepower / ASA firewall.
  + Migrations multiple site from Fortigte to Palo Alto.
  + Palo Alto Networks Firewalls Security/NAT Threat prevention & URL filter SSL decryption
  + Worked on Firewall virtualization using Checkpoint VSX and Cisco ASA Multi Context ASA/FWSM module.
  + Approve and push forward all security policies based on industrial ISO27001 and PCI-DSS standards.
  + Worked as a Network and Security Consultant to design, Implement, and configuration of Cisco ISE (Identity service Engine) 802.1x for wired and wireless network the project includes smooth migration of Cisco ACS 4.2 to 5.4 on VM-Ware ESXI environment.
  + Design and implementation for Cisco ISE 2.0 on VM-Ware ESXI environment and ISE configuration, ACS using Radius and TACACS+, NAC policy implementation and Certificate servers.
  + Configuration of Cisco Identify Services Engine (ISE) for standards 802.1x, access points, wireless LAN controllers, management systems, policy integration, and mobility services and radius.
  + Deployment of Cisco ISE expertise in wired, wireless, VPN configurations using device profiling, posturing.
* Load Balancer:
  + SSL offloading,
  + Performing upgrades.
  + Packet captures and troubleshooting
  + HTTP Redirection
  + GLBP / HSRP
* Network Risk Remediation:
  + 10G Upgrade in two Data Centre (with Cisco Nexus 5548 and 2K)
  + Upgrade IOS in 6513 Switches
  + Migration of ESX Farms to 10G
  + Cisco WAAS upgrade.
  + Upgrade of EOL network devices.
  + Produced detailed document of wireless controller software upgrade and High Availability (HA) deployment of cisco Wireless LAN Controller according to the standard.
  + Received customer appreciation for successfully delivering this project without impacting core network and business operation as this project had challenges in terms of downtime and impact to core Infra.
  + Lead the migration and was involved in the low-level design document to the new network involve Nexus 9k/5k/2k, Catalyst 6800 switches and 4500’s/3750 on the wiring closed configured with layer 3 link on OSPF and BGP.

**Employer: Morrison Utility Services**

**Sr. Network Engineer / CAB Team Aug 2016 – JAN 2017**

* Responsible for managing & supporting the core IT Infrastructure Systems including Networks, Security & Data Center Operations.
* Supporting Customer Services Centre staff and Technical Support Engineer in resolving problems, often to tight timescales. Deals with escalations internally and externally including 3rd parties. 3rd level support, troubleshooting issues. Part of the on call rotation team.
* Responsible for driving corporate standards within computing, telecommunications and security realms.
* Understand and work within the customer SLAs, provide technical support to the Customer Service Centre in response to service incidents or problems.
* Involved in the Migration of legacy network infrastructure to an MPLS based network where I have design the solution for 250 sites using Telco’s including BT, Virgin Media, and others. The hardware involved in the implementation was Cisco 12k, 7200VXR, 3800, 3900; Catalyst 6500, Catalyst 4500.The project cost was £20M.
* SP Network Diagnostics (ranging from simple, single net connections to multi-feed BGP connections, POP design/rollout)
* Led project reconfiguring 250 Cisco 3750 Catalyst switches to 5 Cisco 6000/6500 switches for multiple Subnets and VLANs supporting Gigabit Ethernet and including fibre uplinks and cable management to ensure faster and more reliable network connectivity and management.
* Interfacing with Service Provider Core network engineering groups for IP-related issues.
* Lead the IT Change Control process across a global project portfolio.
* Drive compliance to IT Change Control and implement processes to promote continuous improvement.
* Monitor and report on IT Change Control activities.
* Lead a team of Business/Change Analysts.
* Design and implement the roll-out of Cisco Meraki
* Associated with the pre-launch phase contributions into the global implementation project team, to test and tune the new processes as well as provide feedback on process teething problems experienced during change periods.
* Ensure that all IT teams have access to all relevant IT Change processes and documentation.
* As part of the implementation activity, review all network change instructions and highlight any perceived implementation problems prior to execution of the change.
* Adhere to strict change control, security policy and rollback procedures, as agreed with customer Service Assurance, to mitigate the risk of severity 1 network outages to ensure that business operation expectations are monitored.
* Responsible for design and maintenance of corporate Disaster Recovery Plans.
* Perform network config changes, and download new configs to Cisco router and switch devices on the MPLS edge.
* Perform pre and post config checks on the device under change, using professional tools, and resolve any technical problems arising.
* Contribute to overall Service Management and all appropriate Service Reviews.
* 3rd party and senior stakeholder management.
* Provide Technical Support to the customer base in line with their Service Delivery Agreement (SLA).
* Improve customer service through identification and implementation of Service Improvements.
* Provide Technical Support to the Customer Service Centre in response to service incidents or problems.
* Working within ITIL Framework.
* Involved in the technology refresh program for EON/Caledonia Water Alliance projects, Responsible for Wide Area Network, Local Area Network and Remote/VPN Networking design, implementation, configuration and maintenance.
* Work closely with Design and Planning groups, as well as Operations Service Assurance and central Operations teams (NOC).

**Employer: CGI**

**Network Engineer Jan 2014 – June 2016**

* Provide 3rd line+ support for all Network, Voice, Video and IT Security infrastructure.
* Plan and implement complex network changes as per ITIL specifications.
* Support the Metro Ethernet DWDM on the Nortel 5200 Optera for three major Data centres.
* Design the National Grid internal Network based on Foundry RX, SX series routers. Design and deploy the MPLS-VPN architecture for National Grid infrastructure for 50 sites.
* Led project reconfiguring 250 Cisco 3750 Catalyst switches to 5 Cisco 6000/6500 switches for multiple Subnets and VLANs supporting Gigabit Ethernet and including fiber uplinks and cable management to ensure faster and more reliable network connectivity and management.
* Provide the highest level of technical support for National Grid, Infrastructure, and Management groups and deliver 24/7 support, security expertise, and industry best practices.
* Define, track, and maintain standard baselines and configuration sets for all managed and monitored security devices, as well as technical expertise and operational knowledge standards for the organization.
* Work with the wider voice and communications teams to help develop, document and maintain technical strategies.
* Identify and resolve problems on high end Switches, Routers (Cisco & Juniper), FWSM, ASA & Checkpoint firewalls.
* New build support for the build activities in Data Centres LAN/WAN.
* Administration , troubleshooting & new implementations on Cisco 6500 series switches, Nexus switches, Cisco   
  Routers ,Juniper devices, checkpoint & ASA firewalls.
* Administration of network devices holding more than 5000 servers of Windows, Unix &Linux platforms (physical   
  & virtual servers).
* Trouble shooting incidents of different levels of severity by working with the OS, Customer and application teams.
* Implementation & trouble shooting of complex WAN, LAN, VLAN, private VLAN, high availability solutions like   
  HSRP, ether channels, site to site VPN, access control lists, NAT, PAT, routing solutions etc.
* Managing Security, tier 3 support.
* Creation of firewall policies as per the requirements on Checkpoint, ASA, FWSM and Juniper firewalls.
* Creation & Implementation of new security rules on fire walls
* Conduct Knowledge transfer trainings to newly hired resources in the team.
* Managing Cisco Layer 2, Layer 3 switches & Routers on the network.
* Resolving routing and switching related real time performance issues
* Implementation & trouble shooting of VLANs, high availability solutions like HSRP, ether channels, SSL VPN, access control lists, NAT, PAT, routing solutions etc.
* Configuration & Management of VLANs, 802.1q trunks, VTP, Security policies
* Installation and configuration of new devices on LAN
* Trouble shooting real time issues working with team.
* ACLs management on switches & routers, managing inter VLAN communication.

**Employer: Nscglobal London**

**Network Engineer Jan 2013 – Dec 2013**

* Proven experience in Planning, Design, Implementation and configuration of Enterprise Networks using BGP, MPLS, OSPF, EIGRP, VPN.
* Provide high level technical support, including identifying and resolving problems on Cisco supported products for e-Commerce infrastructure. This included external routing and internal/intranet routing for DMZ servers.
* Perform pre and post config checks on the device under change and resolve any technical problems arising.
* Work closely with Design and Planning groups, as well as Operations Service Assurance and central Operations teams (NOC), high and low-level Managers, technical team members and the customer.
* Policy based Routing, DDR, IP Tunneling (GRE Tunnel), NAT and Static routing has been implemented to route the traffic from remote locations to customer’s central location.
* Establishing end-to-end connectivity (customer's central location to their remote VSAT locations and vise-viz) by implementing Policy Based Routing.
* Implementing and supporting Cisco Switches, Routers & PIX firewalls for LAN & WAN connectivity for fault tolerant Internet connectivity.
* Serve as 3rd/2nd line on every phase of highly complex global operations projects and architect network security solutions utilizing a variety of cutting edge technologies (firewall solutions, IDS, and IPS).
* Highest point of technical escalation within Managed Security Services and collaborate with security vendors and level two and three engineers to ensure timely resolution of all technical issues.
* Make key contributions to the earliest stages to ensure that customer requirements align with operational capabilities and expectations.
* Configure site-to-site and client VPNs and identify and resolve firewall and VPN connectivity issues.
* Extensive network design covering traditional routing and switching, multicast, MPLS, NAC, data centre networking and guest networking services.
* Used HP ProCurve Manager to deploy, monitor, troubleshoot and proactively management.
* Define, track and provide the technical support for Managed Security Services, Infrastructural groups deliver support and using industry best practice and recommendations.
* Cisco IPT Voip network build and support for enterprise using QOS, Cisco IOS, Unified Communication Manager 4.X, 6.X and Cisco Unity 4.X, 5.X.
* Designed and Deployed IPT Deployment Model for 60 sites with 10,000 users with Cisco Unified Communications Cluster with 1 Publisher and 3 Subscribers Version 4.2(3).
* Deployment and management of Cisco Telepresence Cisco Meeting Place Express, Unified Presence.
* Implementation of Cisco Call manager Express and Cisco Unity Express with Integration of Unity Connection and Unity Server.
* Configuring H323, SIP and MGCP Voice gateways and End-to-end implementation of Unified communication infrastructure for multi-location.
* Configuration and maintenance of ISP SIP trunks.
* Configure VOIP dial-peers, Route patterns, route lists, Hunt Lists, Translation patterns, Inter cluster trunks, SRST, Toll bypassing and QOS traffic shaping
* Identifying customer needs, interpret and evaluate system and IP telephony network requirement
* Entrusted with the handling of Microsoft Active Directory /LDAP integration with Cisco Call Manager and Cisco Unity.
* Configure IP phone services and Call admission control with gatekeeper.
* Responsible for designing and installing wireless network infrastructure.
* Configured Cisco Aironet 350, 1200, 1230, 1240 and 1500 series of wireless access points.
* Design wireless infrastructure using 802.11x specifications as well as security using Radius and Tacacs+.
* Usage of Cisco ACS and RADIUS servers to work in conjunction with Cisco access points and controllers.
* Conducted Pre and Post-Survey site surveys for different departments with varying requirements using AirMagnet.
* Engineering/planning WLAN Network Design and Access-Point (AP) placements for multiple sites.
* End-user-device evaluation(s) for purpose of obtaining optimum WLAN equipment.
* Configuring/Installing Aruba and Cisco WLAN Equipment.
* WLAN equipment evaluation ensuring customer requirements met industry standards.
* Troubleshooting of WLAN using Bumblebee, Ekahau, and Airmagnet software.
* Installed and support of over 700 (1100, 1230, and 1240 series) Cisco access points using Cisco controllers and WCS.
* Upgrade of 620 autonomous access points to LWAPP.
* Primarily circuit Provisioning of the core data logical and physical changes to Network Elements.

**UAE University, Alain. U.A.E.**

**Sr. Network Engineer Aug 2006 – Dec 2012**

* Supporting Customer Services Centre staff and Technical Support Engineer in resolving problems, often to tight timescales. Deals with escalations internally and externally including 3rd parties. 3rd level support, troubleshooting connection issues. Part of the on call rotation team.
* Understand and work within the customer SLAs, provide technical support to the Customer Service Centre in response to service incidents or problems.
* MPLS VPN architecture, configure multiple vrf implementations on PE router, Route Distinguisher, Route Targets, MP-BGP and address family for shared infrastructure.
* Review all changes to network configuration for technical accuracy and provide Multi-Protocol Network problem resolutions.
* Provide high-end technical support of new networks for company clients that include 6500 switches and 7200 routers.
* Provide support for EIGRP, OSPF, IS-IS and BGP routing problems and STP related issues.
* Host and port configuration details layer 3 uplink port settings, server host port settings, user port settings (IPT & Data), UDLD, etherchannel and VLAN trunking
* Work closely with project management team, planning groups as well as Operation service assurance and central operational teams (NOC).
* Establishing end-to-end connectivity (customer’s central location to their remote locations) by implementing Policy Based Routing configurations.
* Test schedule pre-staging tests power and self-test basic IP connectivity tests, resiliency tests, on site tests, extended resiliency tests and network management tests.
* Excellent knowledge of Cisco Secure ACS, TACACS+ and RADIUS; IP SLA to proactively monitor network health and performance and to troubleshoot networks.

**N-Tech, FZC, Ajman Free Zone, Ajman, U.A.E.**

**Network Engineer Feb 2005 – Aug 2006**

* Provide Technical Support to the customer base in line with their Service Delivery.
* Improve Customer Service through identification and implementation of service improvements.
* Provide Technical Support to Customer Service Centre in response to service incidents or problems.
* Resolve internal and external escalation issues including 3rd parties.
* Prepare Infrastructure documentation.
* Third level support – troubleshoot connection issues and part of the on call rotation team.
* Network Migration from RIP to OSPF and WAN migration
* Monitor stability and performance of the Network.
* Provide technical expertise and support of network devices and security peripherals including Cisco routers/switches.
* Provide Layer 2 and Layer 3 ether-channels for fault-tolerance, high speed links load balancing between switches.
* Analyse and resolve technical problems for established networks.
* End to end troubleshooting between sites, network assessment and documentation.
* Responsible for management of a LAN, WAN, VLAN networks & network related performance.
* Perform Site Surveys, and provide documentation for Cable Company. Design the layout for cable Installations
* Routing Protocol (OSPF, EIGRP, IGRP, RIP, IS-IS,), Routed Protocol (TCP/IP).
* Implement IP addressing, DHCP, DNS & NAT configuration, traffic filters using Standard and Extended access-lists, Named access-list, Distribute-Lists, and Route Maps.
* Designed LANs using layered techniques, configured, administered and troubleshoot switched environment. Implement VRRP for first hop resiliency. DHCP, DNS, FTP, TFTP.

**Electra Abu Dhabi (Al-Hamed Group), Abu Dhabi. UAE**

**Network Support Jan 2003 - Feb 2005**

* Implementation and deployment of routing protocol (TCP/IP, OSPF, EIGRP, HSRP, VRRP)
* Plan, test, recommend and implement network, file server and workstation hardware and software.
* Troubleshoot OSPF, EIGRP and RIP related problems.
* Configure and implement voice configuration and QoS on the network.
* Deploy and support Ethernet network using 802.1Q VLAN, STP and Ether-channel.
* Configure VTP server, client and transparent mode for extended VLANs on multilayer switches.
* Analyse and resolve technical problems for established networks.
* Configure static access ports, trunk ports and named VLANs and inter VLAN communication.
* Implement spanning tree, PortFast, uplinks, root guard, BPDU guard, span, RSPAN and broadcast, unicast and multicast storm-control traffic.
* Secure switches and routers to control telnet access & SSH passwords to prevent unauthorised access on secure devices.
* Upgrade IOS on devices stacking multiple switches and fix duplex speed settings on fast ethernet and gigabit ethernet.
* Configure on demand routing on the appropriate sites and ensure full connectivity between customer sites.
* Configure standard, extended and named access list, IP and ICMP traffic control.
* Close interaction with the Customer Service Centre Manager and Customer Service managers to ensure Customer Service requirements are appropriately addressed.
* Ordering of equipment such as router, WAN Card WIC-1T for X21 & V35, VWIC-G703.

**COMPSI Pvt Limited, Karachi. Pakistan**

**Network Support April 2001 - Dec 2002**

* Provide 2nd/3rd line network support on Cisco routers 3700, 3600, 1900, 800 Series, Catalyst Switches 3700, 3500 2900 Series.
* Project deliverables include LAN, Documentation, Project Management and Training.
* Responsible for design and migration of the existing infrastructure.
* Configure, verify, analyse and troubleshoot routing protocols.
* Time-based ACL configuration using time ranges.
* Provided day-to-day 2nd & 3rd level server systems support, schedule backups and verification of backups, maintain system performance, monitor network communication and hardening operating systems and application software.
* Optimizing network infrastructures and monitoring networks using network monitoring utilities (SolarWinds, CiscoWorks, Network Monitor and 3rd party applications such as Wireshark.

**PAKISTAN INTERNATIONAL COMPUTERS Ltd (Fujitsu Siemens), Karachi. Pakistan**

**Network Engineer March 2000 - March 2001**

* Provide 2nd/3rd line network support on Cisco routers 800, 1800, 1900, 2500, 3600, 3700 Series, Catalyst Switches 2900, 3500, 3700, 4500 Series.
* Implement Cisco Secure Access Control Server (ACS 3.0) for TACACS+ & RADIUS
* Plan and respond to service outages and related problems.
* Troubleshoot VLAN, VTP, WAN (HDLC, PPP, ISDN, DDR and Frame Relay)
* Implement HSRP, VRRP, Etherchannels, STP and enhancements VTP, VLAN and layer 2 hardening.
* Perform site survey for cable installation and responsible for design and implementation of Network Infrastructure.
* Help negotiate hardware, software and service contacts with circuit carriers.
* Configure routers (2600, 2900, 3600 and 4000) with RIP, EIGRP and OSPF routing protocols and implement remote access solution.
* Cisco IOS software, memory upgrade and password recovery as well as securing networks.
* Hardening networks, applications, OS & NOS, asset identification and risk management.
* Involved in developing policies, standards and guidelines (security design goals/security policy), business impact analysis and business continuity planning.
* Optimize network infrastructures and monitored networks (Sniffer Pro, Cisco Works, HP OpenView and Ethereal-Wireshark)
* Maintenance Activities - Rack installation, configuration, cabling and documentation.
* Training and collaborating with team, within teams and departmental staff to achieve set objectives.
* Tele support to Field engineers team and clients and Help Desk management.

**NDS TECHNOLOGIES (Pvt) Ltd., Karachi, Pakistan**

**Customer Support Engineer Feb 1998 - Feb 2000**

**Job Description:** I was involved as a Customer Support Engineer in Installation and troubleshooting of hardware/software, maintenance/up-gradation of Systems, Printers, LAN installation at client locations and in-house lab.

* Giving system support/field level maintenance to entire family of DRS 6000/3000 RISC SPARC (AIX NX) and full range of ICL and Fujitsu Siemens (Primergy) Intel High End Servers with their complete range of peripherals.
* Installation & configuration and maintenance of a Value added data communication network equipment providing Internet and Intranet services of Server/Nodes, RAID Controllers, Telephone/Leased and Dialup Links, X.25 Network and UPS connectivity with Various Branded Servers and Operating systems.
* Maintenance of a WAN consisting of about 3 HP-6000 Servers and 5 SCO Servers over leased and dial up lines, SMTP/ UUCP mail and UNIX User maintenance, supervision of mail transfer, Backup Unix file systems using self-written scripts, maintenance and troubleshooting on UUCP based mail network in AIX NX environment, smooth operation of dialup/ Leased lines networks installed on many sites connect with their Main Servers.

**References:** Available on request