**Atif Azeem Khan**

**SC Cleared**

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**SC Cleared**

Nationality: British nationality

Clean Driving Licence

**Personal Profile**

Focused Network System Engineer bringing more than six year of diversified hands on experience in networks security and software development life cycle. I am an organized and highly motivated individual who keeps balance in personal and professional life. I enjoy working in a team and can perform well with individually assigned tasks providing leadership role. Accredited with Cisco Certification CCNA (R&S), CCNA Security, Palo Alto ACE and Checkpoint CCSA.

**Skills**

Hands on knowledge with NG firewall products including, Checkpoint /FortiGate /Cisco ASA and Palo alto. Good understanding of Security Best practices and TCP/IP technologies.

Comprehensive knowledge of LAN, WAN, TCP/IP, Spanning-tree, IP.

Strong knowledge of various network platforms such as Cisco, Fortinet, Palo Alto Networks. Strong hold on routing protocols and configuration OSPF, RIP2, EIGRP I-BGP as PE-CE routing protocol. Skilled in detecting and fixing network communication faults.

Good scripting skills using OOP techniques in C++/JAVA/PHP/Python. Good knowledge of hardware and software installation and troubleshooting. Strong hold on Windows, MS Office and Linux OS. Strong communication skills and good personality.

**Career History**

**DXC Technologies June 2018 – Present**

DXC Technologies is a the world's leading independent, end-to-end IT services company, DXC Technology independence, global talent, and extensive partner network enable 6,000 private and public-sector clients in [70 countries](https://www.dxc.technology/about_us/flex/32026-global_locations) to thrive on change. DXC is a recognized leader in [corporate responsibility](https://www.dxc.technology/cr).

**Network & Security Engineer**

**Purpose of Position:**

To provide world-class support to an enterprise level client base responsible for incident resolution, processing of change requests, and contributions to problem management for customer network and infrastructure cases.

**Projects:**

* Deployment of Next Generation firewall including Checkpoint, FortiGate, Log manger and SmartEvent.
* Deployment of multiple F5 LTM for traffic management and load balancing.
* Technical implementation of hosting and network security services for new high profile clients.

**Responsibilities:**

* Configured, troubleshoot, and upgraded Checkpoint Firewalls for Manage clients, which included network and/or resource access, software, or hardware problems.
* Provided Manage Firewall Clients' with regular status reports of their trouble tickets
* Engineering and Design contributions to complex, highly available global computing environment.
* Drive technical discussions with customers to finalize requirements and system engineering requirements to translate into computing infrastructure.
* Leading technical relationship of one or more clients on a tactical day-to-day basis.
* Completing complex changes, configuring and troubleshooting for client needs across multiple vendor equipment including Checkpoint, Palo Alto, FortiGate, Cisco ASA, F5 Big IP LTM
* Performing live troubleshooting with clients to resolve issues in timely and efficient manner
* Configuring and troubleshooting both site-to- site/Remote access VPN (CLI / GUI based)
* Supporting, configuring and troubleshooting the F5 LTM platform, Including VIP's, Pools, Members, Monitors/health checks, SSL Certificates/offloading, iRule creation.
* Work alongside the DXC service desk to ensure accurate and timely updates against customer SLAs
* Recognize, identify and priorities incidents in accordance with customer business requirements, organizational policies and operational impact.
* Opened, resolved, or updated Tier III Support tickets for Manage Firewall clients ensuring ticket is always updated on incident progress.
* Maintain, troubleshoot and co-ordinate replacement of faulty hardware.
* Involved in the execution of client change requests in a timely manner as planned by Client Services Partner, Engineering and Hosting Network & Security Manager.
* Escalation of critical issues/outages to Hosting Network & Security Manager and Client Services Partner as per procedures.
* Provide detailed feedback to other groups on all incident resolutions, ensuring full details are entered into ticket case notes.
* Daily review and action of open cases; updating Hosting Network & Security Manager on current cases and their status as appropriate.
* Update Shift teams and Day team on any projects being worked on.
* Creation of weekly reports published to the line manager.
* To provide comprehensive handovers to peers at the end of shift.
* Logging cases to 3rd party vendors requesting assistance on unresolved issues

**Cyber Age Ltd Sep 2014 – May 2018**

**Network Engineer**

Cyber Age is primarily a managed security service provider (MSSP) with end-to-end consultancy services covering whole project lifecycle from initial bidding to design, implementation and transformation.

**Purpose of Position:**

Worked along with design team to execute proposed design and implementation phase of the project.

**Responsibilities**

* Work with internal and external technical and service teams to create and/or update knowledge base articles
* Installation, upgrade troubleshooting and support of Cisco FirePower Next Generation firewalls.
* Provide support to various clients in both private and public sector. Due diligence, information gathering and defining network requirements by working with clients. Selection of best fit protocols, VLANS, subnet schemes and quality of service considerations.
* Participated in due diligence work and surveys of different sites to be migrated. Sites classification and templates
* Implementing secure scalable/complex routed and switched LAN/WAN. Monitoring network activities to ensure efficient and effective operation.
* Analyses of network traffic and resolving network issues. Solving routing issues, troubleshooting the faulty connections and implementing day to day changes like, route-maps, distribute-lists, neighbour configurations, VLANs and SVIs whenever required.
* Document all network setup-ups and following both customer and company standards ITIL process of change management.
* Working together with support team to resolve first and second line support problems; 75% of which will be resolved without escalation.
* Firmware updates and support, installation and roll out of new hardware, software and configuration of firewalls, routers, switches, and user account administration.
* Maintain, troubleshoot and co-ordinate replacement of faulty hardware.
* Network Monitoring using SolarWinds to ensure stability of network in BAU environment.
* Providing 3rd line support on all issues regarding routing, switching, firewalls and network monitoring tools and escalating to the relevant team as if required, promptly.
* Logging cases to 3rd party vendors requesting assistance on unresolved issues
* OSPF multi area configuration, NSSA, stubby area and auto cost reference bandwidth configurations, authentication configuration, summarization, route maps and PBR configurations.
* EIGRP configuration and route redistribution between OSPF, EIGRP and statics, tweaking the metrics for better convergence and a loop free network
* Resolving the issues regarding the domain controllers, DNS, DHCP and IIS.
* Implemented GRE-tunnels, multiple site-to-site and remote access VPN (IPSEC) for the customers.
* Configuration, troubleshooting most of the firewall related issues like site to site, SSL and remote access VPNs, rules addition and modification, SECURE ID configuration for remote access, active directory integration for authentication, complex NAT configuration and firewall routing issues.
* Creating VPN tunnels for the customers between their sites and datacentre.

**KCOM Jan 2013 – Aug 2014**

**Network Support Engineer**

**Responsibilities**

* Provide 1st line network support to resolve network related problems within set SLA
* Document and update fault tickets accurately with baseline information, fault progression and resolution details
* Provide support of operation network agreed by client documentation
* Ability to maintain, support and manage client LAN/WAN connectivity
* Use monitoring equipment in the identifying internetwork connectivity issues
* Ability to support, configure, and troubleshoot Cisco Routers, Cisco Switches
* Liaise with customer, third parties, and escalation team in order to identify and resolve network operation faults
* Complete daily IT activities and network checks to identify any potential network related faults
* Liaise with BT Wholesale, BT Retail, BT Operate, Virgin Media, Cable & Wireless and other third party vendors and support teams to understand, identify and rectify customer network faults
* Liaise with third line teams to understand, identify and resolve fault tickets
* Liaise with Management, and Senior Management to escalate fault ticket
* Maintained and developed operational guides, reports, and documentation on existing operational platforms within the Network

**Education**

**Master’s in computer sciences** [ICS-NKFACT-Institute of Computer Sciences]

**Bachelor of computer sciences** NCCS-National College of Computer Sciences]

**References**

**References are available when required.**