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I am a bright, talented and ambitious network administrator; I have taken many steps towards this to achieve my goal. I am currently taking my BSc Networking and Cyber Security. I believe FDSc in Networking & Cyber Security have given me an excellent skills set to enhance my knowledge in networking and security this includes knowledge of different type of equipment that may be used, for example different Cisco switches, Cisco routers, firewall and the cables required connecting one another. I have extensive experience of resolving hardware, software and network infrastructure in the past I have worked as 3rd line support in education sector at Printworks. I have a wide knowledge of technical background that possesses self-discipline and the ability to work with the minimum of supervision. Having exposure to a wide range of technologies & able to play a key role in diagnosing hardware and software problems and to ensure that quality solutions meet business objectives. Possessing a good team spirit, deadline orientated and having the ability to organise and present complex solutions clearly and accurately.

**Academic Qualification and skills**

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| **University**  **University Centre/Open University (OU)**  **Studied Network and Cyber Security BSc Degree 2018- 2019**   * **VMware vSphere** * **Information security management (ISM)** * **Disaster recovery plan** * **Business continuity plan** * **Project management**   **Teesside University**  **Completed my Network and Cyber Security FdSc 2014- 2018**  **Modules**   * **Network Design** * **Network security** * **Routing and switching** * **LAN** * **WAN** * **Solarwinds** * **Introduction to Linux (Kali)** * **Microsoft server 2012 R2** * **Understanding of desktop and server operating system 2012 R2** * **Professional Development**   **Key Skills**  **Understanding of network and routing protocols**   * **ASA, SNMP, TCP/IP, DHCP, DNS, EIGRP,EBGP, FHRP, OSPF, SMTP, STP, VLAN, HSRP, VRRP and MPLS** * **VTP, Routing information protocol RIP** * **VLAN, VTP, STP** * **VOIP** * **VOIP** * **Hardware and software debugging** * **Ethernet physical layer** * **WIFI** * **Cat4, Cat5, Cat6**     **Network Appliance**  **LAN**  **SAN**  **WAN**  **Network Design**  **SSL Configuration**  **Network equipment**  **Cisco Routers**  **Cisco switches**  **Employment History**  **Redcentric Data Centre**  Technical Support Analyst June 2019 – Present  In my role, I provide technical support to public and private organisations.  GPs, DWP, NHS, Pharmacies, retails, independent office for police conduct, salvation army and Solicitors. My responsibilities are:  • Incident and request escalations from 1st Line  • Root cause analysis and continued service improvement  • Testing FTTC/DSL circuits, identifying faulty hardware and arranging replacement  • • Monitoring core alerts and escalating accordingly  • Using Microsoft Dynamics live CRM  • Implementation of fixes, upgrades, changes to network and infrastructure  • Troubleshooting VOIP  • Troubleshooting router and switches for latency  • Troubleshooting N3- HSICS  • Huawei routers & switches  •Troubleshooting firewall  •VPN  • 2FA  • WLAN  • Cloud Services - Azure, AWS  • Backup technologies  • Azure  • VMware  • 3PAR  •  **Finlays Beverage LTD 06-2018- 08-2018**  **IT Support Engineer L2 - 3**  Duties and responsibilities:  • Using Barracuda for web Security gateway filter web traffic  • Using mimecast to filter incoming emails (external)  • Log calls with external suppliers  • purchasing (ordering) network equipment and devices for the company  • Expanding Network devices Switches, DarkTrace  • Prioritise & categorising requests in accordance with working procedures  • Maintaining call information within the service desk  • Monitoring and escalating calls in accordance with SLA  • Log calls with external suppliers  • Active Directory  • Backup data servers  • Using tight-VNC remote software end-users devices to solve issue remotely  • Processing first time fix calls for AD & Cisco phone systems  • Build & Monitoring computer network for all employees throughout the company  • Updating user and asset information within the service desk tool  • Kaspersky Security  • Logging of all IT request into the service desk tool from emails and telephone calls and face to face  • Configuring cisco phone using Cisco Unified Communication Manager (Call Manager)  • Fixing mobile devices and configured devices (applications) updating, factory resting and configuring emails on devices  • Keeping users informed on status and progress of requests  • Prioritise and categorising requests in accordance with working procedures  • Documenting and upgrading hardware and software systems • Creating user accounts including user rights, security and groups creation  **LCC Printworks College 05-2017 06-2017**  **3rd line Network infrastructure engineer**  Worked as a network administrator in field of networks and cyber security, Implementation and management of LAN, SAN, WAN, Wireless and security. Working on the platforms of CISCO (Routers, Switches, and ASA, and using windows server 2012 R2.  **Duties and responsibilities:**  As 3rd line support engineer, Implementing and troubleshooting complex layer 2 technologies, configuring VLAN Trunks, VTP, Etherchannel, STP, RSTP and MST. Implementation of HSRP, VRRP for Default Gateway Redundancy. Configuration, deploying, designing and working on existing project. Maintenance, escalation support, administration, and troubleshooting of various technologies from small to medium environments in education sector, including routing, switching, security (firewalls), voice and wireless with the ability to provide sound direction, information, and recommendations regarding network configurations and installations.  Networking Protocols: RIP, OSPF, BGP, STP, RSTP, VLANs, HSRP, ASA, OSPF and EIGRP.  • Designing & Implementing the sites as per the relevant requirements.  •Upgrading firmware on Allied Telesys 510 switches  •TFTP and backup firmware  •Upgrading firmware on stack consisting of 510 switches • Configured VTP domain and Spanning tree protocol on L2/L3 switches. • Trouble shooting issues related to DHCP, Ether channel and STP. • Configuring and administration of Cisco 2100/3750/4400 series Wireless LAN Controller. • Hands on experience in preparing Visio network diagrams and Data Centre documentation. • Upgraded Cisco ASA & ASDM image from 7.2 & 5.2 to 8.2 & 6.2. • Configured ASA Firewall  • Trouble shooting issues with Cisco PIX and ASA Firewalls on Access-list on  Existing connections • Configured Monitoring of Hub and Spoke locations through Solar Winds  • MegaRAID software and manage the RAID controller on IBM x series servers  • Physical replace a faulty disc in the array and checked  • Adding device to Solar Wind monitoring |
| **Joseph Priestley College 2009-2010** |
| **1st Line Support analyst**  Providing advice, support and practical assistance to system users via the IT service desk telephone system and remote support software tools to tutors and students with their user name and password, logging and processing support issues via telephone or email whilst ensuring a high level of customer service.  • Primary duties included installing and configuring Windows OS 8 and windows 10 • Added, maintained and removed objects within Active Directory • TCP/IP configuration and administration of IIS for Intranet. • Implementation of McAfee Antivirus. • Utilised problem solving and troubleshooting abilities to resolve any major issues.  • Helped migrate services from Windows Server 2003 to Windows Server 2008 R2. • Managed dameware & Exchange 2007, and over 600 user’s accounts in Active Directory. • Managed and Administered Windows XP and Windows 8 workstations and laptops. • Supported and maintained servers and backups. • Supported Microsoft Office 2007/2010. • upgrade windows xp to windows 8    **KEY SKILLS AND COMPETENCIES**  Excellent customer service communication and Good understanding of static routing, Cisco switching windows server 2012 R2,  Have a good technical network background. Working knowledge of major networking components & hardware components and Knowledge of Linux OS (Kali, Ubuntu). Ability to explain technical issues clearly. To non-technical colleagues. Experience of performance measurement, capacity and tuning issues. Thorough understanding of Windows. Able and willing to work flexible hours when necessary. Extensive knowledge of Microsoft based operating systems, including Windows Server 2012, and Windows Vista.7, 10 and Physically fit, able to work in confined spaces, crawl and lift heavy objects. Able to prioritize in a complex, fast-paced environment.  Reference upon Request | |