

**BILAL QAMAR**

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*07735020169*

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| Objective: |

A multi-skilled Network Engineer with practical experience of working within the NOC/NMC and in the diversified network support environment. Possessing a proven ability to administer and control the operation, configuration and maintenance of the entire Network. Able to multi-task under pressure, an excellent communicator & has the flexibility of working well as part of a team and on his own.

I possess strong problem solving skills, and have a proven ability to consistently hit targets. I have a can-do attitude, and a strong desire to take on more responsibility, and push myself as far as I can in an area I feel I would thrive in.

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| Personal Qualities |

* Experience in working on SD-Wan technology, Silver Peak.
* Trouble shooting and working with contractors such as ISP providers and silver peak support team.
* More than 3 years of practical experience in the support of LAN/WAN and VLan networks.
* knowledge in standard sized LAN configuration & implementation with Cisco equipment and other equipment..
* Strong hands-on experience and strong understanding of networking technologies and protocols at various OSI model
* knowledge of Cisco layer 2 switching & Layer 3 routing
* An exceptional team-player whereas having the qualities and character to have a encouraging impact on the team.
* Excellent interpersonal skills allowing me to express myself clearly at all levels within the business.
* Anticipating potential problems and implementing preventative measures using methodical & logical approach. The ability to meet demanding deadlines in a pressured environment.
* Experience in managing or working with nagios
* Good working knowledge of Cisco layer 2 switching; VLAN, Spanning Tree/RSTP, VTP, LACP/Ether channels
* The ability to meet up challenging deadlines in a pressured environment

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| Certifications & Trainings: |

* CCNA
* Deprecated – Deploying SD WAN Technologies , Silver peak (Training Completed)
* Prince 2 (PRACTITIONER)

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| Skills: |

* Experienced 24/7 service delivery atmosphere
* Excellent skills in Incident Response and Network (IDS, Firewall) Monitoring
* Experience with HP service manager and Service Desk toolsets like Vivantio, Logic Monitor and Solarwinds etc.
* ISP/DSL technologies: PPP, DHCP, SNMP, DNS
* Experience with various Cisco routers & switches
* Good Working knowledge of Cisco Meraki

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| Career Summary: |

**Cryptopak solution ltd**

**Network Analyst July2017 – Oct 2019**

* SD Wan trouble shooting
* Dealing with ISP
* Involved in bridge call with customer, ISP and Silver peak technical support
* Perform initial triage and alarm monitoring
* Generate reports on Silver peak Orchestrator
* Managing Cisco devices on Cisco Meraki dashboard
* Configuring devices on Edge connect devices
* VPN support (4000 users )
* TCP/IP Switching , Routing
* LAN / WAN Support
* Maintaining Switches & Routers
* Deal with new and existing customer support tickets via Phone and E-Mail.
* Liaise with vendors and other members of the technical department to find solutions to tickets.
* Understanding customer needs and requirements.
* Configuration and support of products.
* Dealing with customer calls, emails and tickets to resolving the networks issues according to the defined priorities and SLAs.
* Troubleshooting Network IP Routing, sub-netting, LAN/WAN & TCP/IP operations.
* TCP/IP troubleshooting, reading and understanding packet captures with tools like Sniffer.

*Tools: - ITIL, Vivantio, Logic monitor, Cisco Meraki, SDWAN Silver peak.*

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| Education: |

**University of Greenwich**  2005

* MS Engineering Mangement

**NED university** 2002

* B.EngHons

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| Interests: |

* Reading , Running & Cooking

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| References: |

To be provided upon request