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Muhammad Imran

# **PROFESSIONAL PROFILE:**

Muhammad Imran is an IT professional with vast IT consulting experience in public and private sector. Working as an ICT Network Manager in GAIA-TECH. He holds MSC in Information Security from Royal Holloway, University of London.

## **PROFESSIONAL SYNOPSIS**

* Implement Routing Protocols like RIP V1/V2, BGP, EIGRP and OSPF in an enterprise network.
* Installing, configuring and troubleshooting of multi-vendor networking equipment.
* Good knowledge of Multi-Protocol Label Switching (MPLS), VoIP, CISCO ASA.
* Good understanding of OSI Model, TCP/IP protocol (IP, ARP, ICMP, TCP, UDP, SMTP, FTP, TFTP)
* Implement, verify and troubleshoot NAT, and PAT and VLANS on campus networks.
* Configure and optimize high availability and redundancy through HSRP, VRRP, and GBLP.
* Implemented SNMP and Syslog on devices to allow for network management
* Design and implement security policies using IOS ACLs
* Provide intranet VPN (DMVPN, GETVPN) solutions using IPSEC and SSL
* Troubleshooting IP and Switches Networks
* Securing network resources with shared folder permissions, Implementing file security system.
* Practical knowledge on Microsoft server 2012/2016.
* Practical knowledge on Office 365.
* Practical knowledge on Hyper-V 2008 / 2012 and VMWare ESX.

**PROFESSIONAL EXPERIENCE**

**ICT Network Manager** November 2017 - Present

**(GAIA-TECH)**

Tools & Techniques: Microsoft SCCM, Microsoft DPM, Microsoft Server 2012, 2016, Microsoft Office Suite, Microsoft Office 365, Windows 10, Firestreamer, Cloud (Azure), Smoothwall, Cisco Switches 2960X, 4500X, Cisco Wireless Controller 2500 series, Thecus NAS, Veaam, HP Helpdesk etc.

* Managing, developing and documenting the administrative ICT systems within the school for servers, hardware, operating systems, network infrastructure and software;
* Installing, configuring, administrating and managing cisco devices like routers, switches and wireless controller;
* Coordinating the configuration of new and existing hardware and software including the installation and debugging of new and/or upgraded software;
* Coordinating the regular and systematic routine maintenance of servers, workstations and network infrastructure so as to maximise their life expectancy, functionality, and security;
* Ensuring the regular & systematic backup of data and recovery of systems’ data;
* Ensuring that the schools’ computer networks are secure and working effectively;
* Investigating reported faults, maintain records of faults and the undertaking of minor repair work where appropriate or operate agreed procedures should third party repair be required;
* Liaising with staff, hardware and software suppliers and also with third party providers when required;
* Ensuring that the creation, modification and deletion of users, groups and rights assignment across the Group’s ICT systems is carried out.
* Managing all ICT maintenance contracts to ensure the highest provision of service and also the supervision of external contracts;
* Ensuring the operating systems installed are protected and up to date through the use of suitable anti-virus software and operating system;
* Providing training and support for the effective use of relevant hardware and software to staff and team members

**Network Field Engineer** July 2017 – October 2017

**(CERCO IT LTD)**

Tools & Techniques: Ping, Tracert, ARP, Netstat, NBTstat, NSLookup, IPConfig, Wireshark, GNS3, WDT, SCCM, SecureCRT, and SmartDraw

* Follow standard practices and procedures in analysing networking issues and TCP/IP problems that involve readily identifiable problems whether it is LAN/WAN.
* Produce accurate network installation documentation.
* Administration and maintenance of network devices
* Updating network infrastructure with latest hardware.
* Provide clients with pre-sale, installation and post-sale network engineering support.
* Building and installation of new Windows systems.
* Configuration and updating BIOS/CMOS.
* Customization Windows images per business requirements.
* Communicating and negotiating with users, specialists, other staff and suppliers.

**Projects**

1. **Support and configuration of network devices**

**Clients**: FUJITSU, ARGOS

**Roles & Responsibilities:**

Successfully delivered project to ARGOS.

* + - Installed and tested enterprise network devices (Workstations, Switches, Routers, IPS/IDS, Firewall etc.)
    - Patched network cables.
    - Documented the network settings and configurations.
    - Provided technical support to the end users.
    - Trained staff according to company policies.
    - Escalated all issues to relevant department for further resolution.

1. **Support and configuring of network devices**

**Clients:** HP, SERCO and BYBOX

**Roles & Responsibilities:**

Successfully delivered project to SERCO.

* + - Built and tested new managed hardware devices (Workstations, Printers, Cisco Switches, Cisco Routers etc.)
    - Co-ordinated the deployment of managed hardware devices with customers and internal stakeholders.
    - Provided training and support to other engineers in the team.
    - Replaced faulty network hardware components as requested by customer.
    - Maintained and administered computer networks and related computing environments including systems software, applications software, hardware, and configurations.
    - Followed Escalation procedure when needed.
    - Provided technical Support to the Staff.

1. **Hardening of Enterprise Network Devices**

**Clients:** FUJITSU

**Roles & Responsibilities:**

Successfully delivered projects to FUJITSU.

* + - Decommissioned various models of Lexmark printers from client network domain such as T656dne, X658de, X940e, X945e etc.
    - Safely removed HDDs and RAMs from the various printers as requested by client
    - Provided support to the end users related to network infrastructure
    - Documented all relevant administration and paperwork associated with the role
    - Cooperated with Clients at all levels in a professional manner
    - Liaised with vendors and other IT personnel for problem resolution.

1. **Deployment of Network Hardware and Software Upgrades**

**Clients:** HP, DWP and BYBOX

**Roles & Responsibilities:**

Successfully delivered projects to DEPARTMENT OF WORK AND PENSION.

* + - Worked within established configuration and change management policies to ensure awareness, approval and success of changes made to the network infrastructure.
    - Installed and configured network devices and services (Routers, Switches, Workstations, Printers and Fax) in a secured environment.
    - Assisted the network team in diagnosing and resolving issues involving Cisco Switches.
    - Displayed courteous and strong interpersonal skills with all user interactions.
    - Participated in complete system builds, upgrades, migrations, deployments and patch management.

1. **Deployment and configuration of network devices**

**Clients:** CEVA, WOLSELEY LTD and BYBOX

**Roles & Responsibilities:**

Successfully delivered projects to WOLSELEY LTD.

* + - Conducted installation, configuration and troubleshooting of end user workstation hardware, software and Ricoh printers.
    - Ensured network connectivity of all servers, workstations, telephony equipment, fax machines, and other network appliances.
    - Replaced faulty network hardware components when required.
    - Upgraded data network equipment to the latest stable firmware releases.
    - Provided training to the staff regarding the use of new network devices.
    - Closely worked with the internal and external IT department to resolve the network issues.
    - Followed the escalation process in the completion of entire project.

## **Information Security Consultant (Freelance)** January 2013 - Jun 2017

**(BRIGHT CONSULTANT)**

**Client:** AWAN ASSOCIATES, RANBIR SINGH, BALA SERVICES LTD, SILK & SOFT and BUSINESS MANAGEMENT CONSULTANCY etc.

Tools & Techniques:

* Conduct network vulnerability assessments using tools to evaluate attack vectors, identify systems’ vulnerabilities and develop remediation plans and security procedures.
* Provide appropriate solutions and corresponding security requirements to technical and non-technical audiences.
* Conduct routine social engineering tests and clean-desk audits.
* Develop the information security-training programs for staff.
* Installation of Cisco Routers and Switches.
* Administration and Maintenance of Network Devices.
* Securing the network devices.
* Network Diagramming.
* Liaison with third parties.

## **Junior Network Analyst** Jan 2010 – December 2012

**(ROC UK LTD)**

Tools & Techniques:

* Configuration, administration and maintenance of the networking devices like Cisco routers, Catalyst Switches, Juniper Switches etc.
* Gather and collate network requirements by working with clients and colleagues.
* Install secure and scalable network devices.
* Document all network configurations.
* Optimize network performance by updating hardware and software from time to time.
* Day-to-day support.

### EDUCATION

* **M.Sc. in Information Security (GCHQ-Accredited) -** Royal Holloway, University of London – 2008-2009
* **CCNP (Routing & Switching) –** London Metropolitan University – 2013-2015

**PROFESSIONAL QUALIFICATIONS**

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| --- | --- |
| * **Certifications (CISCO, JUNIPER, Microsoft)** | **Year** |
| * Cisco Certified Internetwork Expert **(CCIE)** R/S Practical | In Progress |
| * MCSA- Windows Server 2016- Passed 70-742 | In Progress |
| * Construction Skills Certification Card **(CSCS)**- Health and Safety | 2019 |
| * Cisco Certified Internetwork Expert **(CCIE)** R/S Written- Passed | 2018 |
| * Cerco Certificate in Systems & Networking **(CCSN)** | 2017 |
| * Juniper Networks Certified Associate **(JNCIA-Junos)** | 2016 |
| * Microsoft Specialist: Windows 7, Enterprise Desktop Administrator | 2015 |
| * Microsoft Specialist: Windows 7, Configuring | 2015 |
| * Implementing IP Switching **(CCNP Switch)** (Cisco Academy London Metropolitan University) | 2014-2015 |
| * Troubleshooting and Maintaining Cisco IP Networks **(CCNP TSHOOT)** (Cisco Academy London Metropolitan University) | 2014-2015 |
| * Implementing IP Routing **(CCNP Route)** (Cisco Academy London Metropolitan University) | 2013-2014 |
| * Cisco Certified Network Associate **(CCNA Security)** | 2014 |
| * Cisco Certified Network Associate **(CCNA Routing and Switching)** | 2013 |
| * Cisco Certified Entry Networking Technician **(CCENT)** | 2013 |
| * Microsoft Certified IT Professional (**MCITP** Desktop Administrator on Windows 7) | 2012 |
| Microsoft Certified Technology Specialist (**MCTS** Windows 7 Configuration) | 2012 |
| Microsoft Certified Solutions Associate (**MCSA** Windows 7) | 2012 |

### SKILL SET

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| --- | --- |
| **Information Security Analysis Tools** | Kali Linux (Penetration Testing) |
| **Network Modeling Tools** | Graphical Network Simulator (GNS3), Network Protocol Analyzer (Wireshark), Cisco Adaptive Security Device Manager (ASDM), Cisco Packet Tracer, Cisco Configuration Professional (CCP), Cisco Internet Routing Lab (VIRL), Cisco Adaptive Security Appliance (ASA), JUNSPHERE |
| **Operating Systems/ Office/Softwares** | LINUX, Windows Server 2016, Windows 95/2000/XP/7/8/10, Office 2013/2016 Configuration Manager (SCCM), Windows Deployment Toolkit (WDT), Oracle VM Virtual Box, VMware ESXI, VMware vSphere. Secure CRT, Office 365, Smoothwall etc. |
| **Network Operating Systems** | CISCO-IOS, CAT-OS, NX-OS, JUN-OS, PAN-OS |
| **Network Devices** | **Cisco Routers:** 800 / 1700/ 1800 / 2600 / 2800 / 3600 / 3800 /7200 series  **Cisco Switches:** CE500 / C2950 / C2960 / C3560 / C3750 / 9300/ C6500 Juniper MX series, RX seriesPalo AltoIP Load Balancer |
| **Languages** | **HTML, Python** |

### REFERENCES

Available upon request.