# Muhammad Mansoor Ali

(Network and Security Engineer)

**CCNA CCDA CCNP PCNSE ITIL**

**Email:**[**mmaghumman@gmail.com**](mailto:mmaghumman@gmail.com)

**Mobile: +447908855681**

**Burton Upon Trent, Staffordshire, UK**

** **

## Summary

* An Experienced and results-oriented Network Engineer with over **6 years** hands-on experience in larger digital enterprise such as Retail, Aviation’s and Telecom.
* Designed, implemented and maintained multiple network infrastructures and provide higher network uptime.
* Experience of Campus Network (Core, distribution and access networks) and data center network management with **Cisco Nexus 7K ,5K ,2K, Catalyst 6500, 4500, 3750 and 2960** **series**, **Meraki MS210 series**, **Ubiquiti UniFi** US-24-250W/US-48-500W Switches.
* **Cisco 7200, 2900,2600,1900, 1700 and 800** series routers.
* **Cisco 5500** series, **Palo alto** **PA**-**200, PA-500,** **Pfsense , Fortinet FortiGate** and **CheckpointR77 firewalls**.
* **Cisco WLC 5500, WLC 2500 series** Wireless controller, **Meraki MR45**, Ubiquiti UniFi AC Pro Indoor/outdoor, Management of **Motorola, Aerohive and Aruba Airwave WIFI cloud controller.**
* Provide basic support on **Microsoft and VMware infrastructure**. Good knowledge and experience of **SD WAN** Router management through **Velocloud** and Basic support of Traffic management through **F5 and Brocade Traffic Manager**.
* Experience in data Communications, Wireless Access Points, VOIP phones, ADSL, DSL, Fiber, UTP/Coaxial Wiring & Termination.
* Educational background in **Computer, Electronics and Communication Engineering fields.**

|  |  |
| --- | --- |
| **TECHNICAL SKILLS** | |
| Routing and Switching | Static Routing, RIP, EIGRP, OSPF, BGP, Prefix list, PBR, Router MAP, HDLC, PPP, Dialer, ATM, SD WAN.VLAN, VTP, STP, RSTP, PVST, Ether Channel (EC) , Multi-chassis Ether channel (MEC)/MLAG,VSS,VPC HSRP, VRRP, GLBP. |
| Voice/VOIP/Telecom | Basic management and configurations of Cisco Call Manager PBX (CME /2800 series, CUCM version 10) , Cisco 7000 series Phone configurations. |
| Servers | DHCP, DNS, SNMP, NTP, FTP, TFPT, WDS, Domain Controller Configurations, |
| Wireless | WEP, WPA, WPA2,802.11a/b/n/g, LWAP, Autonomous Modes |
| Security | ACL, ACS/AAA/Radius/TACACS server, Port Security, DMZ, VPN, IPSEC/SSL, GRE, DMVPN, Firewalls based security and unify threat management system. |
| Tools | Solar wind, Cisco Prime, Kiwi syslog, Logicmonitor, CCP (Cisco configuration professional), Wire shark, ASDM, Microsoft office suit and Visio. |

**PROFESSIONAL EXPERIENCE**

**Network Support Engineer - Ash Projects - Huddersfield, UK Aug 2019 – Nov 2019**

* **ASDA Retail** LAN Refresh project
* Switch upgrade and Stack replacement (Includes 2960S, 2960X and 3750X).
* Standardization of equipment and configurations.
* Management and configurations of **Aruba Airwave Wifi** controller.
* Supervision of whole technical change for sites.
* Liaising with Field Engineers to install provision and commission the network equipment.

**Network Engineer (Projects) - Holland and Barrett - Nuneaton, UK Nov 2018 – June 2019**

* Completed the project of deploying new technology **(SDN) Unifi UBIQUETTE** switches and Access point at sites.
* To provide project support to multiple sites globally on Switching, Routing and Wireless infrastructure.
* Configuring and operating Cisco Routers, Ubiquiti Unifi Switch and Access points for sites.
* Liaison with Field Engineers for complete network migration/change of the site, supervising whole technical change.
* Created new technical documentation and diagram for networks infrastructures and amendment existing one.
* Reporting to senior project manager and technical lead on Migrations and changes.
* Attend projects meeting with internal team, suppliers and service providers.
* Working as escalation point to 1sat and 2nd line teams for network issues.

**Project Support Engineer - Ash Projects - Huddersfield, UK Oct 2018 – Nov 2018**

* Working for different clients on various infrastructures and Networking related projects.
* Switch upgrade and replacement (Includes 2960S, 2960X and 3750X) for ASDA retail.
* Installed and configured Cisco Meraki devices for client.
* Basic Management and configurations of Motorola WIFI controller.
* Liaising with Field Engineers to install provision and commission the network equipment.

**Network & Security Engineer - Rentokil - Dudley, UK Feb 2018 – Sep 2018**

* To provide network support to multiple sites globally on Switching, Routing, Wireless, Security and traffic Management platforms.
* Liaison with Network Design and project teams for efficient handover for Network Operations.
* BAU tasks on Cisco/Pfsense/Velocloud based security firewalls.
* Configurations on Cisco Layer 2 and layer 3 switches (2960, 3750, Catalyst 4500 and Nexus 5K/7K/9K series) across sites and Data Center.
* Managed and configured SD WAN Velocloud infrastructure including Velocloud orchestrator and edge devices. Migration of existing MPLS/ADSL sites to SD WAN and changes to any SD WAN sites.
* Investigation and troubleshooting the issue on Velocloud/SD WAN sites.
* Responsibility of opening standard or major changes and implementations. Resolution of Network incidents through incident management system.
* Basic Configuration and management of Motorola Wireless Wing v5.8 (NX9510, AP6532, AP7532), Aerohive’s APs and brocade traffic management.

**Network Engineer - Managed 24/7 – Milton Keynes, UK Jan 2018 – Feb 2018**

* To provide network support to multiple customers on Switching, Routing, VOIP and Security platforms.
* CME and CUCM based VOIP/Telephony support to different customers hosted at Managed site and at customer locations.
* Cisco ASA based security management and troubleshooting for customers.
* 3rd line network support/Helpdesk responsibilities.

**Network Engineer - BIA Limited – Birmingham, UK July 2017 – Dec 2017**

* Providing onsite and remote technical support to users and network.
* To maintain and support a stable technical infrastructure to support the organization’s business processes involving mainly **the LAN with 3750, 3850, 3650 access and 6500 series core switches**.
* To resolve network, computer, voice and CCTV faults calls in accordance with agreed service levels.
* Firewall management and configurations for **Checkpoint Firewall R77.**
* Basic Support of the operation critical systems/Applications including; **Physical Servers and Operating Systems (Microsoft Server), VMware vshphere Environment, Corporate Telephone System (Cisco and polycom), Corporate Email System, Microsoft Active Directory Domain, Staff & Public FIDS, Access Control, Passenger Verification/Home Boarding Cards.**
* To provide support services for all enterprise wide systems. To take calls, resolve operationally critical issues and liaise with third parties as and when required.
* To perform planned preventative maintenance tasks, such as patching of servers and switches, on a scheduled basis for each IT Asset. To test the asset post update and ensure it is fit for operation prior to the system being needed.
* To produce and maintain documentation relating to network systems.

**Network Analyst/Engineer - Holland and Barrett International, Burton, UK January 2015–July 2017**

**Highlights:**

* Successfully Completed **ADSL to EFM conversion** project for more than 800 company’s sites.
* Deployment of **wireless network** in pilot stores.
* Deployment of Voice, data and wireless network in company’s warehouse in Ireland.

**Key Responsibilities**

* Day-to-day operational responsibility for voice and data networks and network hardware of more than **1000 retail store sites across UK and Europe and company’s Data center**.
* Procurements and configuration of network hardware and inventory management.
* Provide support for corporate projects and manage infrastructure projects.
* Install Management and configuring of **Routers (Cisco 800 /ADSL /EFM /3G/4G/Embedded AP)** for new Store Sites.
* Management and install of **enterprise Network Router and switches (800,1700, ISR 4300,3850,3650,4500,6500,7200).**
* Firewall configurations and changes on **Cisco ASA (ASDM) / FortiGate Fortinet and f5 (Big- IP LTM) load balancer.**
* Management of Warless Controllers **WLC 5500 and 2500 series** and support to WIFI platform.
* Work with business stakeholders to gather requirements and assist in aligning network strategy to

Cover business need**.**

* Phone Registrations and other configurations on **Cisco Call Manager (CUCM).**
* Basic management and configuration in **Microsoft Server 2008/2012, Active Directory,** VMware and on AS400 System.
* User IT support through **phone, email, Damware, VNC, RDP and Team viewer**.
* Management of relevant 3rd party suppliers. To work with the contractor/third party suppliers by issuing work for quotation, receiving quotes and placing orders on the financial systems to ensure that the work is complete.
* Reporting on network and supplier performance.
* Provide a point of functional escalation for 1st and 2nd line Analysts/Engineers and rest of team through incident management system (Service Now).

**Junior Network Engineer - IT Security Consultancy Ltd, Northampton. Jan 2013 - Dec 2014**

* Provided onsite and remote technical support to users and multiple networks.
* Maintain all the IT support issues day to day in order to get the network running up.
* Install, Management and configure **Switches (Cisco 3750, 2960)** and **Routers (Cisco 800, 1800, 2600)** for new Sites through command line and CCP.
* Management and configuration of **Cisco ASA 5505, 5510 and 5520 on command line and ASDM**.
* Manage/Configure/Monitoring **SNMP based Network management system (Whats up Gold)**.
* Android, Apple phone and tablets configurations for corporate employees.

**NOC Engineer - Wateen (Network Operation Centre) Jan 2012 - May 2012**

**Outline:** Performed duties of Network Monitoring Engineer in company’s NOC. Monitoring of RAN/WIMAX, DATA CORE NETWORK, DWDM, AAA and DHCP servers through WHATs up GOLD, Nagios, Cactai and in-house built software’s.

**IT Support Engineer - Data Technologies. May 2011- Dec 2011**

**Outline:** To provide 1st and 2nd level support to end users in troubleshooting and resolving of desktop PC/Windows/Server /Network problems related to hardware, software and applications.

**Customer Services Advisor (Technical) - Ufone GSM. April 2010 - April 2011**

**Outline:** Customer Service duties at Telecom company’s contact center to provide technical information and resolving cellular phone and Sim issues.

# EDUCATION

* **University of Management and Technology, Lahore. Bachelor's degree in Telecom Engineering (Electrical/Electronics/Computers), January 2010.**
* **University of Punjab**, **Lahore.** **Bachelor’s degree in Science (Majors: Mathematics, Physics, and Geography)**.
* **Certification and trainings:**
  + **CCNA R&S** (Cisco Certified Network Associate *Routing& Switching*) **(**CSCO12568405)
  + **CCDA** (Cisco Certified Design Associate) **(**CSCO12568405)
  + **CCNP R&S** (Cisco Certified Network Professional *Routing& Switching*) **(**CSCO12568405)
  + **PCNSE (Palo Alto Certified Network Security Engineer)**
  + **CCNA Security Trained.**
  + **CCNA Voice Trained.**
  + **CCNA cyber Ops 🡪under Training.**
  + **AWS Cloud (DEV OPS) – Under training.**
  + **ITIL Version 3.0**Certified. (BG36589157/ID11734126)
  + **Huawei** *BSS and HLR of GSM Technology.* **(**KICS/2009/1389**)**
  + **BRITISHCOUNCIL** *Health and Safety Level 2 Certificates.*