Saif Humaidat

­­­Network Engineer

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**PERSONAL SUMMARY**

An enthusiastic and hardworking Network Engineer currently working for a hosting, consultancy and managed services company specialising in networking and hosted infrastructure. A real team player, with a flexible, professional and friendly approach. Efficient and highly reliable with excellent technical, organisational and communication skills.

A willingness to take on roles outside the strict confines of a job description. Plenty of common sense and a practical approach to problem-solving.

**KEY SKILLS AND COMPETENCIES**

* Knowledge and experience of LAN, WAN networking technologies.
* An in depth understanding of TCP/IP suite and routing protocols: RIPv2, ISIS, OSPF, EIGRP, BGP, MP-BGP.
* Highly skilled in network design, network planning, network operation and network architect.
* Technology: IP/MPLS, STP, VLAN, MPLS-VPN, Virtual port channel.
* Cisco and Ruckus Wireless Control System – APs and controllers
* Ability to troubleshoot complex network traffic and decipher to packet level.
* Good understanding of Mobile Technology Network telecommunication (GSM, GPRS, EDGE, UMTS, HSPA, LTE, LTE-A).
* Car owner and willing to work flexible hours in the UK/Europe when necessary.

**EMPLOYMENT HISTORY:**

* **2nd Line Network Engineer, Airangel Wi-Fi Solutions June 2018 – Present**

Working as a part of a team responsible for providing wireless network infrastructure solutions, services and support to Airangel clients or partners across Europe, Asia & Africa where I am challenged everyday by solving wireless network infrastructure issues to meet customer expectations.

Duties include:  
- Responsible for All technical facing problem resolution recommendation and suggestion.  
-Configuring LAN, WAN, Wireless and edge security equipment (Ruckus, Mikrotik, HP and Cisco network devices).  
- Performing complex implementation and maintenance tasks on the LAN and WAN.  
- Providing out of hours on-call support cover as part of the 24×7 on-call rota.  
- Proactive network monitoring using PRTG network monitoring and Meraki platform.  
- Resolution of Infrastructure issues using Autotask ticketing system and ensuring tickets SLAs are reached.

* **Customer Service Advisor, HSBC/ Convergys July 2017 – June 2018**

Duties:

Answered inbound phone calls in a fast-paced work environment, providing timely and excellent customer service

* Executed financial transactions according to bank policies and procedures
* Responded to customer inquiries, complaints and comments daily, and determined corrective action for high-call volume department.
* Assessed needs of customers, suggesting products and services accordingly.
* **Crew Trainer, McDonald’s Corporation March 2015 – January 2017**

Duties and skills required included:

* Handling high work load.
* Attention to detail.
* Adherence to health standards.
* **System Administrator, E-Cycle LTD December 2013 - February 2015**

Responsible for the day to day installation and maintenance of the servers and workstations of the company and getting desktop PCs assembled and Operating systems & other applications installed.

**PROFESSIONAL QUALIFICATIONS**

* **CWNA**- Certified Wireless Network Administrator **January 2019**
* **CMNA-** Certified Meraki Network Associate **March 2019**

**EDUCATIONS**

**BSc (Hons) Computer Networks**

**The University of Salford 2013 - 2016**

**Key Modules:**

* Local Area Network – Switch Network (HSRP, VLAN, STP, NAT, VTP, DHCP, DNS).
* Routing Protocols (OSPF, EIGRP, RIP)
* Advance Switch and Router Network configuration and trouble shooting.
* In depth knowledge of TCP/IP.
* WAN: MPLS, Frame-Relay, Carrier Ethernet, VPN.
* Linux, Project Management, Windows Server, System Administration, Information Security, ISO27001, PCI-DSS Standard.
* Final Year Project Title: Testing and evaluating handover procedures in 3G and 4G Networks.

**European Foundation Year: Computer Science**

**The University of Salford 2012 - 2013**

**Key Modules:**

* Java, C# .NET, SQL, Perl, Linux, PHP, Computer/OS Architecture.

**ACADEMIC PROJECTS**

* **Testing and evaluating Handover procedures in 3G and 4G networks 2016**

This is a final year project that I am solely working on as part of my Computer Networks degree. The project aims at analysing and comparing Handover procedure employed in 3G and 4G networks system by simulating and evaluating varied mobile network scenarios on the QUALNET simulation software, where parameter such as delay, throughput, jitter and handover, etc. occurs, and evaluate their performance.

* **Digital Communication Design Group Project January 2015**

This digital project involved using Altera Quartus and involved the design of a RS232 ASCII receiver and testing it on physical equipment. Additional tasks involved extensive research in digital communications.

**ACHIEVEMENTS**

* Voted as Student Representative in 2015-2016, a rule that involved meeting students and listening to their concerns, I would then raise these issues in meetings with senior management and professional services staff at the University to find best solutions.

**HOBBIES AND INTERESTS**

I enjoy socialising with friends and meeting new people, playing football on a weekly basis, travel, reading – making sure I always keep myself busy with a book to support my knowledge and I am a keen follower of technology and having a commitment to keep up to date with the latest developments.

**REFERENCES**

Available on request.