Fahad Uddin

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**PROFILE**

***10+ years of IT experience*** *– Masters in Wireless Communications, Bachelors in Electronic Engineering, CompTIA Security+, CCNA, CCNP, CCIE (written) & Azure Fundamentals certified with following experience:*

* + 10+ years in Operating Systems administration: Windows server 2008/2012/2016/2019, Linux (CentOS, RedHat)
  + 8+ years in Network support: L1, L2 and L3 level for WIFI, LAN, WAN and MAN infrastructure.
  + 8+ years in planning, designing, configuring, and implementing small to mid-sized networks
  + 8+ years in Virtualization administration: VMware (vCenter, vSphere, vClient, ESXi, NXS, vDS, NXS), Hyper-V, KVM
  + 8+ years of hands-on experience with router/switch and Firewall (Cisco, Palo Alto, Checkpoint, Meraki)
  + 7+ years in programming and scripting: Python, Java, PowerShell, Bash, XML, HMTL5, CSS, Linux & shell scripting
  + 5+ years in cloud computing: AWS, GCP and Azure (virtual machines, storage, databases, and networking)
  + 5+ years in Project management
  + Knowledge of ISO, NIST, SOC2 and ITP policies and procedures.
* **Advanced problem-solving skills:** troubleshooting for network, software & hardware
* **Customer service & technical documentation expertise:** logged incidents & requests via telephone, web portal & emails within SLAs
* **Leadership & teamwork skills:** collaborated with cross-functional teams to successfully meet client needs and expectations

**EXPERIENCE**

**INFRASTRUCTURE & CYBERSECURITY, SENIOR ASSOCIATE | PwC, VAUGHAN | MAY 2022 – MAR 2023**

* Maintain and support company’s existing IT network & infrastructure security and provided Level1, Level2 and Level3 support for WIFI corporate LAN, MAN and WAN infrastructure.
* Handle activities related to users' onboarding and offboarding with provisioning access for 16 clients
* Monitored service management system to ensure operational issues managed and update infrastructure and operations documents
* Maintain ISO 27001 base Information Security Management System (ISMS) and SOC 2 compliance
* Maintain cloud environment by identifying system requirements; installing upgrades; monitoring system performance
* Support deployment of site-to-site VPN between client and PwC environment
* Work with engineering and management teams to diagnose and troubleshoot critical, complex and escalated issues.
* Support business case development, RFI/RFP and SLAs with vendors.
* Create scripts for Splunk and Qualys to notify of incident alerts and system vulnerabilities
* Maintained system capability by staging & testing software and VM and performed backups checks and recovery operations.
* Liaise with PwC ITS on requests
* Provide technical assistance remotely / in person to our end users and technician whenever required
* Used acquired knowledge to create, edit, and write in-depth Knowledge Base articles, standard process and procedures
* Provide operational support for MDR, SIEM, and Network security team and Monitor threats, vulnerabilities and provide immediate response in resolving the concern.
* Read and analyze packet captures using Wireshark

**SENIOR SYSTEMS ENGINEER | SRYAS, TORONTO | FEB 2020 – APR 2022**

* Lead migration of physical servers to a virtual environment and OS migration (legacy to latest version)
* Participate in gathering requirements, designing, implementing, and supporting server & client technologies that will enable the organization to function effectively and increase productivity and provided L1, L2 and L3 support for WIFI corporate LAN, MAN and WAN infrastructure.
* Perform problem diagnosis, troubleshooting, and resolution of Windows/Linux servers in physical and VM environments
* Configuring, managing, implementing & troubleshooting of vCenter server, ESXi host, VMs and SAN
* Managing the day-to-day operations in the IT infrastructure for client (e.g., Perform hardware and server OS Installations/upgrade along with patching); monitoring the environment to detect any hardware/software issues and participating in system-related changes following corporate change management process
* Create automation scripts for system deployments and configuration
* Participate in ongoing research, planning, design, and implementation of new technologies
* Update and create documentation of the environment(s)
* Support internal and external audits as required

**SOLUTION ENGINEER | HEALTHHUB SOLUTIONS, MISSISSAUGA | APR 2019 – JAN 2020**

* Collaborated with Development, Operations, Internal Support, Onsite Technical Support and PMO teams to successfully deploy and install IBT based solutions (touch terminals)
* Led the designing, planning, configuring and implementing of network in client sites and provided L2 and L3 support for WIFI corporate LAN, MAN and WAN infrastructure.
* Travelled to client locations to deploy equipment and troubleshoot issues
* Identified software issues and raise them with internal team(s); ensure issues get resolved in a timely manner
* Successfully configured network devices, IBTs & Linux servers (running CentOS); ensure equipment connects to HealthHub network when on client site
* Worked with client through the assigned PMO to prepare end user terminals with appropriate firmware, software, programming, user interface and configuration, manage rollout of hundreds of terminals per client facility
* Facilitated the onsite testing of solutions prior to launch or turn over to the customer ensuring a fully functional product
* Maintained user, hardware, software, schematics & site-specific information in corporate database and repositories
* Coordinating with OTR and Service Desk for operational activities and technical projects that involve Personal Health (P1) and (PHIPA) Information Protection Act

**TECHNICAL SUPPORT SPECIALIST | BFG ENTERPRISE, MARKAM | FEB 2017 – MAR 2019**

* Provided outstanding technical support for Loblaw’s & Shoppers Drug Mart environments and provided support L2 and L3 support for WIFI corporate LAN, MAN and WAN infrastructure.
* Responsible for maintaining troubleshooting logs for client networks
* Built new physical hosts VMs in VM cluster environment for new store deployment and store flips
* Ensured all incidents were properly logged, triaged, routed, escalated and closed in accordance with pre- determined service levels and incident management processes
* Provided responsive, timely support to all escalated end-user questions and propose solutions to the requests received from field service technicians
* Provided hardware support for extensive Point of Sale, Pharmacy, VeriFone Pin Pads, STAS clocks. Configured workstations of the Pharmacy Terminal servers; POS Scale, restage main register software, download and install patches, backup system
* Migrated IBM servers to Dell servers. Maintained Swedamart servers running on POS servers
* Led the virtualization project migration from physical to virtual servers

**SYSTEMS APPLICATION ENGINEER | TANSENLAB, MONTREAL | SEP 2014 – SEP 2016**

* Designed software for wireless telemetries transceiver system, GPS way-point locator, attitude display & user interface for UAV controller (Tools: RaspberryPi, ATMEGA-64/ 324, Arduino-ATMEGA- 328)
* Wrote program (using Python in Linux environment) to transfer captured data in a secured network
* Programmed for embedded systems (Python & BASCOM) & established communication with devices (Xbee, GPS, Arduino) using module interfaces (XCTU & AVR), and utilized Tera-Term to check network connectivity
* Worked on various M2M systems; coordinated with teams and internal departments and provided L2 and L3 support for WIFI corporate LAN infrastructure.
* Supervised team project and mentored incoming engineers

**Network Analyst | TOTAL IT SOLUTIONS LTD. | JUL 2011 – SEP 2014**

* Delivered IT solutions to clients; tested systems and deployed IT infrastructure on client premises, employed correct working methods to meet set targets (KPI) with the help of Siebel
* Monitored, maintained and troubleshot for network, software and computer systems
* Implemented systems policies, and established disaster recovery procedures for the restoration of mission critical business application in the event of system outage
* Design, planning and implementation of small to mid-sized networks and provided L2 and L3 support for WIFI corporate LAN, MAN and WAN infrastructure.
* Implemented an IP address scheme, and managed and audited network diagram
* Administrated LAN activities (e.g., creating user IDs), supported applications/printers, applied group policies to control the standard users’ range, and maintained network security and Active Directory
* Coordinated with sub-contractors and SMEs to determine if maintenances, upgrades and equipment replacements were needed

**CERTIFICATIONS**

CompTIA Security + SY0-601 COMP001022186546 | Jan 2023

Microsoft Certified: Azure Fundamentals AZ-900 MCID: 990922974  **|** Mar 2021

CCIE (Cisco Certified Interwork Expert) 400-101 CISCO: CSCO13101601 **|** Jul 2019 (written)

CCNP (Cisco Certified Network Professional) 300-115 CISCO: CSCO13101601 **|** Dec 2018

CCNA (Cisco Certified Network Associate) 200-125 CISCO: CSCO13101601 **|** Jan 2017

**EDUCATION**

**MSc Wireless Communications Systems Engineering | Jun 2011**

University of Greenwich

**BEng Electronic Engineering | Jun 2008**

DCET, Mehran University of Engineering & Technology

**TECHNICAL EXPERTISE**

* Proficient in Microsoft Office365, DPM, SCCM, WACM, SharPoint, Confluence, Microsoft Dynamics & Power BI
* Strong knowledge of layer 2 technologies, LDAP, VDC, CDP, SMTP, CIFS, FTP, NFS, TACAC+, Proxy Servers & TLS
* Network security; MAC sticky, port security, ACL configuration, and Wireshark etc.
* Experience with configuration management tools such as Ansible and Terraform
* Experience with NSX-V, NSX-T, N-vDS, VXLAN, vSAN
* Experience in deploying and maintaining CI/CD processes using Git, TeamCity, Gitlab and Jenkins
* Familiarity with windows server NLB, IIS, Active Directory, and cluster administration
* Experience with Citrix, Terraform and Cloud Formation
* Familiarity with network monitoring tools: Nagios, Zabbix and Solarwinds
* Ticketing Systems: Service Now, Jira and Zendesk
* Experience with tools Dockers, Podman, Vagrant, Containerization and Kubernetes
* Understanding of common security and privacy standards, regulations and laws: GDRP, NIST, and SOC2
* TCP/IP, UDP, LAN/WAN, Ethernet, ARP, DNS, VPN, DHCP, IPAM and PCI DSS configuration
* IP, STP, VLANs, VTP, SDN, SD-WAN & routing protocols (IGMP, PIM, EIGRP, OSPF and BGP)
* Hands-on experience of switch design VLAN, VTP, Trunking, Port-Channeling, Spanning tree
* Experience with Crowdstrike, ArcSight, Microsoft Sentinel & Defender, Cortex, Rapid7 and Cisco IronPort, Email Security & Umbrella
* Advanced networking knowledge (Subnetting, NAT, routing, F5 load balancing, IPV6, IPsec, GRE)
* MCSA, MCSE and ITIL trained