Hamzeh Elwawi

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Professional Experience

SENIOR NETWORK ENGINEER || SD-WAN   **JUN 2022- PRESENT**
CISCO MERAKI - SAN FRANCISCO , CA / REMOTE

- Technical collaboration with the sales team to enable new business opportunities resulting in $37.9 Million in sales.
- Responsible for designing, building, and deploying more than 1000's of Meraki SD-WAN devices in a revenue - critical financial trading network that featured high redundancy and availability.
- Utilized SD-WAN (Meraki) technologies to design and implement efficient and scalable network solutions across Enterprise LAN and WAN environments.
- Designed network security solutions for clients transitioning from traditional firewalls (ASA, Fortinet, Juniper, and SonicWall) to an advanced SD-WAN Security Platform.
- Design and implement network infrastructure solutions for small and medium-sized businesses.
- Effectively work alongside third parties such as partners and customers regarding technical issues and customer service inquiries, primarily over the phone and in writing.
- Experience in building and running large scale multi-account public cloud (AWS and Azure) for VMX series environments.
- Proficient in deploying and managing virtualization environments using Proxmox, including installation, configuration, and maintenance.
- Skilled in creating and managing virtual machines (VMs), configuring network settings, and optimizing resource allocation within Proxmox environments.
- Experience in installing and configuring Plex media server on Proxmox instances to facilitate media streaming and management.
- Performed Network Emulation and Virtual Environments with EVE-EG and Cisco Modeling Labs using Proxmox type 1 hypervisor.
- • Developed a lab environment using EVE-NG/CML to re-create maintenance events and successfully test procedure before service affecting changes happened to the production network.
- Subject matter experts in all Cisco Meraki technology with all Meraki MX Series Firewall, MS Series Switch, MR Series Access Points, MV Series Cameras, MT10 Sensors and Meraki Systems Manager product in their implementation and administration providing solutions for complex network.
- Ability to configure Client VPN that enables secure remote access to a network using several different methods such as L2TP over IPsec VPN, AnyConnect VPN, RADIUS authentication VPN access, Split tunneling and DUO access.
- Completed complex network solutions and design to meet client requirements including LDAP, VPN, basic BGP, RADIUS authentication, IPsec, SD-WAN, IPv6, IDS/IPS, DHCP, Trunks (802.1x), aggregate Ports, VLANs, NAT, QoS, VPN, VRRP, HA, and Warm Spare.
- Utilized the Meraki MX firewall to implement security measures that secure on-premises, branch, and cloud applications. (Layer 3, and 7 filtering, URL & Geo filtering, IPS/IDP).
- Diagnose and solve Firewall, wireless, security, switching, and other various network-related issues reported by Cisco Meraki customers and partners.
- Collaborate with other support team members to fix network outages, incorrect configurations, and sophisticated networking issues on customers' devices.
- Hands on experience on thousands of Meraki's Systems Manager MDM solutions that provides advanced device management, security and reporting capabilities for organizations to secure and manage devices (IOS, MacOS, Android, and Windows).
- Use Linux console commands to identify and resolve issues with Meraki devices and Meraki Dashboard

services via SSH.

- Designed Wireless security methodologies, including 802.1x with RADIUS integration.
- Have industry exposure to RF design (Band Steering, Location heatmap, Splash page, Channel Utilization, and RF Profile) , validation, and optimization for Access Points (MX & MR products).

NETWORK ENGINEER   DEC 2019 - JUN 2022

DATAPLUS INC - COLUMBUS, OH / REMOTE

- Predominant role in helping the Company reach its annual residual revenue of $1.2M through fast deployments and maintenance in the Midwestern SMB market, with a forecasted positive future growth.
- Supported the Senior Network Engineers in design, implementation, and security of networks to meet customers' business requirements.
- Performed Network Emulation and Virtual Environments with EVE-EG and Cisco Modeling Labs using VMware Workstation.
- Developed a lab environment using EVE-NG to re-create maintenance events and successfully test procedure before service affecting changes happened to the production network.
- Creating automated scripts using Python language to configure network devices in a multivendor environment.
- Deployed over 1000 workstations (HP, Lenovo, Windows, and Mac), and printers (Xerox, Sharp, and HP) for businesses and provided desktop support.
- Configuration and troubleshooting of VLANs, VTP, Port Chanels and variations of STP on 2960X and 9200L Switches
- Performed network refreshes by removing EOL Cisco Routers and Switches and replace with the latest supported technologies.
- Migrate & Maintain Cisco Routers (From 1941 to ISR-4221) and Switches (From 2960X to 9200 series)
- Installed and configured Cisco switches to merge voice on IP phones (Cisco SPA504G) and data network infrastructure with OOMA Office services.
- Configure and troubleshoot OSPF EIGRP and RIPv2 routing protocols.
- Excellent documentation of changes in network design and configuration.
- Proficient with Microsoft Visio, Office 365, and Affinity Designer.
- Evaluate and follow up with client needs to determine and provide quality solutions that align with their expectations.
- Manage HSRP & VRRP environments to minimize single point of failure.
- Provide training for technicians on how to configure, install and Troubleshoot network equipment.
- Calculate and apply addressing schemes by using VLSM IP addressing design to a network on Classes A, B, and C IP Addresses
- Troubleshooting with end users to help identify IT issues that need to be resolved to ensure phone connectivity including layer 1 (cables), layer 2 (VLANs), layer 3 (IPv4 routing)

NETWORK ENGINEER   AUG 2016 - DEC 2019

MERCHANT DATA LLC - COLUMBUS, OH

- Provided Network support and maintenance for over hundreds of endpoints for hardware such as Routers (ISR 4300, 4400 and ASR 1001), Switches(3850x, 3750x, 2960x, and 6500), printers (Xerox, HP, Sharp), PCs (Windows, HP, Lenovo, and Asus), and Access Points
- Troubleshot system and end-user issues remotely and on site at customer's location depending on the status of the incident.
- Designed cost effective remote access connectivity solutions for mid and small size businesses.
- Performed installations, maintenance, and troubleshooting of LAN/WAN with TCP/IP, DHCP, switches and

routers.

- Managed and implemented VLANs, RSTP, Port aggregation, trunking, HSRP and GLBP
- Installed Cisco 3800 series routers and catalyst 4500 series switches.
- Appropriate interpersonal styles and communication methods to work effectively with business partners to meet mutual goals.
- Demonstrated technical and professional skills in job related area required.
- Performed site survey on for facilities and test projects before deployment.
- Green field install on BP gas station in installing and implementing network throughout the site.
- Installed all cables, connections, and cross-connects to data center network and client.

NETWORK ADMINISTRATOR   NOV 2014 - JULY 2016

LOSI HYDRAULIK - KAISERSLAUTERN, GERMANY / REMOTE

- Traveled to logistics and manufacturing site in Europe, upgrading network infrastructure including cabling, power, and hardware.
- Mounted, assembled and patched Cisco Network platforms on a compony campus and branch location.
- Provided Cisco router configuration and technical support and installations.
- Daily troubleshooting of IP, Ethernet, and DHCP
- Received multiple wireless modems and router escalations mostly pertaining to encapsulation mismatches, DHCP server, security protocols (WPA, WPA2, WEP), and have them resolved before deadline.
- Program switches with an instruction set from the Senior Network Engineer
- Configure and troubleshoot on issues related to broadband technologies.
- Lead and participated in equipment, maintenance, and supply sales.
- Manage help desk tech-support during off hours on call support.
- Provided tech support on using Microsoft Exchange, Microsoft Outlook, and Microsoft Mail.

Education

2013 - 2015	Ohio State University — Industrial Engineer
2011 - 2013	Columbus State — Pre-requisite Program
2009 -2011	Hilliard Bradley/Darby H.S — High School Diploma

Certifications

Feb 2022	CCNA Routing and Switching (Certified)
	CCNP (Pursuing)
	AWS (Pursuing)

Skills

Cisco Nexus 5Ks, 7K, 9K, 3800X, 3600X, 2800, 2900x, and 1800 series Routers, Cisco Catalyst 6800, 6500, 4500, 3750, series switches, Cisco Meraki SD-WAN, LINUX, MAC OS, Windows. , TCP, UDP, EIGRP, OSPF, BGP, MPLS, STP, PVST, RSTP, MSTP, VLAN, Inter-VLAN routing, Trunking (802.1q & ISL), RADIUS, Azure, AWS, Port channels (LACP & PAGP), HSRP, GLBP, VRRP, WAN, GRE, IPSec, VPN, SNMP, Windows Server, DNS,

DHCP, All Cisco Meraki series Firewall, Switches, Access Points, and Meraki Systems Manager, Proxmox, Virtual Machines, CML/EVE-NG, Plex Media.