

MOHAMED RIFADH

NETWORK ENGINEER

Hertfordshire, CM20 2JG

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[LinkedIn](#)

TECHNICAL SUPPORT | NETWORK OPTIMISATION | TROUBLESHOOTING & MAINTENANCE | NETWORK PROVISIONING

Experienced Network Engineer with a proven track record of implementing cost-effective solutions and achieving outstanding telecommunications and network optimisation results. Adept in infrastructure planning, troubleshooting, and maintenance, consistently exceeding KPIs and delivering high-quality service. Demonstrates leadership in overseeing large-scale migrations and collaborates well with cross-functional teams. Skilled in configuring network settings, ensuring robust security measures, and managing network operations. Committed to ongoing professional development with an educational background in Electrical Engineering and certifications in Cisco, cybersecurity, and Oracle Cloud and dedicated to enhancing network capabilities and delivering exceptional service. Currently seeking new opportunities as a Network Engineer.

AREAS OF EXPERTISE

Infrastructure Planning & Design
Routing & Switching
Network Operations
Network Scaling

Network Optimisation
Telecommunications
Technical Support
LAN/WAN

Network Design & Implementation
Troubleshooting & Maintenance
Network Configuration
Network Security

SELECTED ACCOMPLISHMENTS

- Successfully implemented a cost-saving tracking system for Core Network Provisioning Links.
 - Achieved the "Highest Ticket Closer" award in the Service Provisioning Department in 2016.
 - Consistently achieved and exceeded Key Performance Indicators (KPIs) with a score of over 85% for three consecutive years.
 - Promoted from Service Provisioning to Core Network Provisioning Engineer in 2018.
 - Further promoted to Network Engineer in the Engineering Services department in 2023.
 - Played a pivotal role during the acquisition of the former company by the present one, which included overseeing the migration of more than 10,000 residential fibre customers.
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CAREER SUMMARY

Network Engineer - Engineering Services
Superloop (Australia) Pvt. Ltd.
Colombo, Sri Lanka

January 2023 - Present

Duties and Responsibilities:

- Oversees the procurement of essential network equipment, ensuring compliance with budgetary constraints and technical specifications.
- Provides supervision and guidance to subcontractors and field technicians during the installation of network components, guaranteeing adherence to quality standards and timelines.
- Employs in-depth knowledge of routing and switching protocols to configure and fine-tune network settings, aiming to optimise efficiency and fortify security measures.
- Takes charge of NBN Backhaul capacity management, monitoring its performance and initiating necessary upgrades to maintain robust network connectivity.
- Executes software upgrades meticulously on Cisco NCS devices, such as NCS540 and NCS5501, to ensure the network infrastructure remains up-to-date and efficient.
- Fosters collaboration with cross-functional IT teams to identify system requirements and implement comprehensive solutions tailored to organisational needs.
- Leads the implementation, thorough testing, validation, and ongoing maintenance of networking services, aligning them with solution designs to guarantee seamless operations.
- Continuously optimises, enhances, expands, and upgrades network capabilities and connectivity using state-of-the-art monitoring tools.
- Conducts scheduled maintenance during non-peak hours to ensure uninterrupted services while rigorously testing newly installed hardware and software for seamless integration with existing networks.
- Actively participates in migrating existing services to newly deployed infrastructure within agreed-upon timelines.
- Regularly monitors network performance parameters to ensure reliability and swiftly address deviations.
- Demonstrates adherence to Superloop change processes and Network Engineering MOP guidelines for all network changes.
- Cultivates and nurtures internal relationships with key stakeholders, including Network Operations, Service Delivery, Network Provisioning, Presales, Products, Sales, and Commercial teams.
- Acknowledges and resolves support tickets escalated to Engineering Services promptly and efficiently, ensuring minimal disruption.
- Develops strategic plans for network infrastructure upgrades to meet increasing demand, including proactive capacity management to accommodate future growth.

Duties and Responsibilities:

- Led the network infrastructure design, implementation, monitoring, and management, catering to a residential customer base exceeding 100,000 users.
- Conducted comprehensive background checks in IP, Layer 2, and Layer 3 networking, contributing to robust LAN/WAN network architecture.
- Successfully negotiated price negotiations for core network components, ensuring cost-effective solutions.
- Proficiently conducted signal and path testing fault and VLAN management, enhancing network reliability.
- Spearheaded the development of capacity planning standards and guidelines to facilitate the network's expansion.
- Implemented monitoring tools like MRTG, Observium, and Grafana, providing real-time insights into overall network traffic.
- Managed and maintained over 54 data centre racks across 14 different data centres in Australia, ensuring optimal performance and reliability.
- Expertly implemented and troubleshooted advanced networking protocols, including IPv4 and IPv6 Routing (OSPF & BGP), MPLS, MPLS VPN, STP, RSTP, and VPC.
- Provided training and development opportunities for team members, acting as a technical expert during customer meetings.
- Collaborated closely with sales teams to define data centre solutions tailored to meet customer requirements.
- Designed and meticulously documented network implementations, ensuring clarity and adherence to best practices.

Duties and Responsibilities:

- Effectively managed vendor relationships and coordinated with major Australian carriers and suppliers, ensuring seamless communication and efficient operations.
- Oversaw the processing of orders on tier-one telecommunication service infrastructures, guaranteeing timely and accurate implementation of services.
- Facilitated PSTN to VoIP porting and coordinated delivery teams to proactively schedule orders, contributing to streamlined processes and improved customer experiences.
- Played a pivotal role in projects involving transitioning from ADSL to Fiber, FTTH, and NBN to Optus, showcasing adaptability and expertise in managing complex migrations.
- Addressed customer network support queries through phone and online forums, demonstrating exceptional customer service skills.
- Acted as the primary escalation point for account managers and customers, ensuring swift resolution of issues and customer satisfaction.
- Proficiently troubleshooted faults reported by customers and escalated them to suppliers for prompt resolution, maintaining high service standards.
- Consistently ensured the delivery of excellent levels of service to all customers, further enhancing the company's reputation for reliability and customer-centricity.

Duties and Responsibilities:

- Actively engaged with the training function and philosophy to develop key skills, reflecting a commitment to personal and team development.
- Conducted informative and engaging employee training classes, imparting knowledge on product features, operational procedures, client tools, and processes.
- Designed and developed practical training programmes tailored to enhance individual skill sets, fostering a culture of continuous improvement.
- Created comprehensive training materials, including hard copy materials, module summaries, videos, and presentations, ensuring practical knowledge transfer.
- Demonstrated expertise by being assigned to work at the Main Distribution Frame (MDF), indicating a high level of responsibility and trust within the organisation.

QUALIFICATIONS

- **BSc. in Electrical Engineering with a Specialization in Electronics and Communication**, University of Engineering & Technology, Lahore, Pakistan, 2012

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- **Cisco Certified Specialist**, Enterprise Core, 2023
 - **Certified in Cybersecurity**, ISC, 2022
 - **Oracle Cloud Application Foundation Certified Implementation Specialist**, Oracle University, 2021
 - **Implementing Cisco IP Switched Networks**, Cisco, 2019
 - **Cisco Certified Network Professional**, Cisco, 2018
 - **Associate Member of the Institute of Engineers**, Sri Lanka, 2017
 - **Cisco Certified Network Associate**, Cisco, 2016
 - **Qualified ZTE Site Engineer**, ZTE Pakistan, 2012
 - **Data Com Associate, Routing & Switching**, HCDA, 2011
 - **Certificate in C Programming**, Orient Academy, 2010
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LANGUAGES

- **English**
 - **Tamil**
 - **Sinhala**
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