

Abraham Alkatib

Irvine, CA - Email me on Indeed: indeed.com/r/Abraham-Alkatib/0c91056d592738c1

Authorized to work in the US for any employer

WORK EXPERIENCE

Network Engineer

NASDF Inc - January 2013 to Present

- Provide technical design, implementation and validation services for all Voice systems and Voice Architecture for Network Infrastructure technologies.
- Responsibilities include Voice and Voice over IP (VoIP) solutions. Strong knowledge in related technology areas such as Unified communication (7.x, 8.x, 9.x, 10.x), IP Network, Network Appliance, Video and Transport technologies (Switched Voice, IP, SIP, etc.).
- An understanding of the role of Operations; troubleshooting practices and proactive and reactive tools is important.
- Interface directly with internal and external customers; network architecture, engineering, service management and operations teams.
- CRT (Critical Response Team) ensured network outages and issues are dealt with in a timely and effective manner.
- Specialized in the routing and switching fabrics handling networks consisting of CATOS and IOS environments (6500, 4500, 3500, 3600, 2600, 3800, 7200, 1231, 1242, 4400, Telepresence) ensuring maximum customer uptime.
- Installation and setup of routers, switches, facilitate circuit installations.
- * Assist in Process or Procedure improvement task forces
- * Analyzes existing processes and procedures and assists in the design of new processes and procedures.
- * Documents any customization specific to the solution
- * Follows documented Standards, such as Best Practices, and Security Guidelines.
- * Executes change control requests and processes.
- * Work with vendors to troubleshoot issues and coordinate dispatches.
- * Troubleshooting of the following on a daily basis: BGP, MPLS, EIGRP, NAT, IP, Multicast, HSRP, VRRP, Frame Relay, ISDN, FDDI, OCx, Ethernet, Access-List
- Performed analysis and diagnosis of highly complex networking problems for varying sized Customers.
- Performed analysis of highly complex secure network designs for Advanced Services Voice/Data in single and multi-branch scenarios.
- Build simulated networks in test labs to resolve highly complex problems and compatibility issues. Introduce new ways of working enhancing productivity.
- Generated standard project documentation including detailed test plan for highly complex networks.
- Generated network configurations from Low Level Design for highly complex networks with detailed Bill of Materials (Using Cisco Configuration tools/HP Design tools).
- Supported pre-sales activity for highly complex networks with VoIP (CUCM 5.x-6.x) for Unified IPCC enterprise integrating IVR solutions.
- Presold, staged, installed, tweaked, and support solutions Cisco secured Appliances (ASA 5505-5540)
- Planned and executed highly complex Network Upgrade and Network Migration activity (Phased/Overlay).
- Led design workshop involving large-scale customer requirements (spanned multiple sessions).
- Assisted customer with deployment and strategy of highly complex tools and related Network Management Systems (Advanced Wireless).

- Troubleshooting and resolving highly complex customer network problems across a broad range of technologies.
- Acted as a focal point for highly complex network problem resolution and optimization (Manage Advanced unified Lifecycle IPC using PPIDOO cycles, and technical project manager for larger projects).
- Managed upgrade/migration Projects involving multi-vendor engineering teams and support staff.
- Network preparation, capacity planning enhancements, and design LAN/WAN.
- Configure, Install, and, maintain Cisco IP telephony and wireless solutions (CME/CUE, CCM3.x-4.x, 1242/1130 AP, and Wireless LAN Controllers 2006/4402/4).
- Interacted with customers for pre-sales and post-sales support (Including creation of Bill-Of-Material).
- Created templates for wireless engagements and other deliverable services.
- Troubleshooting MPLS/Frame-Relay WAN, LAN, Cisco Call Manager Issues.
- Team lead local System/Field engineers (performance assessments, team building, and communications)

Network Admin

Drive Smart LLC - May 2010 to December 2012

Set up desktop workstations for over 100 employees on warehouse floor

- Maintained IBM blade servers and tape backup infrastructure
- Recovered server infrastructure after a power failure and provided post-disaster support
- Administered Windows 2003 Server and cross-platform systems such as point-of-sale devices
- Troubleshot and configured warehouse inventory Symbol barcode scanners
- Set up training stations for instruction on new software program Microsoft Dynamics GP
- Performed site survey of the facility and using Microsoft Visio
- Gathering and interpreting complex quantitative or qualitative data; Handled a variety of recurring and non-recurring or special assignments; Informed staff activity or unit of developments as required; Made presentations to all levels of management; Developed new and evaluates existing unit or Corporate policies and procedures; Established a course of action to accomplish completion of the job and/or project; Coordinated input from internal/external customers to better understand customer needs and/or perceptions; Kept abreast of current product developments and trends in areas of expertise; Actively identified new areas for learning and took advantage of learning opportunities.
- High level of analytical ability where problems are unusual and difficult; Demonstrated technical and professional skills in job-related area required; Appropriate interpersonal styles and communication methods to work effectively with business partners to meet mutual goals

EDUCATION

Arcadia High School
2016

Bachelor's in Computer Science

Irvine Valley College - Irvine, CA
August 2016

CERTIFICATIONS/LICENSES

CCNA Collaboration

January 2017 to January 2020