

# Mohammad Javed Siddiqui

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## CONTACT

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## CAREER OBJECTIVE

I would like to be flourish as a Hybrid Engineer. I have all technical skills as well as a positive approach which will lead me to success in any deal. I will update my knowledge every time and use it for the progress of the company/organization.

## CURRENT WORKING PROJECT

**Name of the Project:** Ping Intelligence - Inspiring Minds

- The website is build using HTML language, the styling is done with CSS and the website is programmed with JavaScript for the front-end logic. The back-end server of the website is managed by PHP.
- The website is designed in a responsive manner using the 'mobile-first site' approach.
- The website may not function properly on Internet Explorer and on older (outdated) versions of browsers.
- The website is still under development process and is expected to go live by 31st August 2021.

**Website Link:** <https://lalajr-git.github.io/ping-intel/>

## PROFESSIONAL SUMMARY

- Provided remote support to Tikona Infinet Limited enterprise clients and field engineers.
- Promoted to Senior Enterprise Support Engineer after the probation period (6 months).
- Promoted to the Escalation department within 8 months. Handled all the escalated cases from PAN India locations.
- Handled all the field related work for our client - Panacea Biotech (Mahape).
- Configured, implemented, troubleshoot and supported Cisco routers (ASR 9K Series, 7206 VXR), switches (ME 340x-METROACCESSK9-M), and firewalls (ASA 5500s).
- Configured, implemented and verified IPv6 addressing for our internal and external customers.
- Configured, implemented and troubleshoot layer 2 switching: Inter-VLAN, Trunking, EtherChannel and HSRP.
- Supported and troubleshoot MPLS VPN links, P2P Tunnel links, last mile links and Wi-Fi connections.
- Troubleshoot and resolved network issues (TCP/IP, HTTP, DNS, etc.) to internal and external customers.
- Researched solutions from various sources and resolved hardware and software issues for internal and external customers.
- Built and maintained documentation database of network topology.
- Managed and monitored all network devices. Analyzed key metrics to measure network product effectiveness.

## WORK EXPERIENCE

**Orient Technologies Pvt. Ltd.**

**August 2016 — May 2018**

Enterprise Support Engineer

Worked for Tikona Infinet Limited as an Enterprise Support Engineer.

#### Job Description (Network Support):

- Monitoring network layer status and troubleshooting L2/L3 network infrastructure for our premium Enterprise clients.
- Monitoring end to end connectivity through Telnet / SSH and network health status through various management tools and portals such as RFTR, Unify - Service Management Platform, Inventum, MRTG - Portal for Leased Line clients, Capstone and many more.
- Configured, implemented, troubleshoot and supported Cisco Routers & Switches (ASR 9K Series, 7206 VXR, ME 340x-METROACCESSK9-M) / TP-Link Switches (TL-SG108E 3.0) / D-Link Switches (DES-1210-28 ME) / MROTEK Switches / Telenet MDU, BNS Switches.
- Creating and configuring VLAN on Cisco, TP-Link, D-Link and MROTEK switches for our internal and external customers. Monitoring port statistics. Troubleshooting port errors.
- Monitored and troubleshoot RF devices such as PowerBeam M5 400, PowerStation5, LigoWave, Cambium radio devices, and many more.
- Monitored and troubleshoot MPLS VPN links, P2P Tunnel links, last mile links, Hotel solutions and Wi-Fi connections.
- Troubleshoot customer related specific issues such as Website access issue, Client - Server reachability issues, IP blacklist issue, Slow speed issues. Also coordinated with the site admin (when necessary).
- Coordinated with our Upstream Providers (Airtel, Aircel, TATA, Vodafone) for our last mile customers.
- Coordinated and supported our Field Engineers at site for physical troubleshooting, with RFNOC, NNOC and many more departments depending on the type of issues.
- Configured, implemented, troubleshoot and supported Cisco firewall devices (ASA 5500s).
- Interacted with our premium clients on periodic basis via mail, telephonic conversations for regular feedback on the network connectivity and performing regular health check up of the network regarding the same.

#### Job Description (Field Visit - Panacea Biotech - Mahape):

- Worked on RF devices alignment issues, signal interference issues, faulty device replacement, cable crimping and device upgradation (hardware / firmware).

#### **Quess Corp Limited**

**June 2015 — August 2015**

Technical Support Executive

- Technical Support
- Email Help Desk & Active Chat Support
- Sales / Marketing
- Knowledge Base Development

#### **TDS Management Consultant (P) Ltd.**

**November 2014 — May 2015**

Technical Support Executive

Worked for Reliance Jio Infocomm Limited as a Technical Support Executive.

- Technical Support provided to Jio subscribers (customers as well as internal Reliance Corporate Employees) regarding network, 4G Data, Open Wi-Fi hotspots in public places and various value added services.

Was promoted to Senior Level Support for handling customer escalations, following up with respective process owners and coordinating with the respective departments to resolve the customer issue.

- Email Help Desk & Active Chat Support - Provided technical assistance for questions and problems. Responded to queries via email and chat (Lync).  
Trained other staff members on troubleshooting and diagnosing problems.
- Sales / Marketing - Involved in developing marketing campaigns to promote our service, products and various value added services through various events and campaign throughout the RCP campus and Reliance Digital Stores. Answering queries, offering advice and introducing new products to our subscribers and internal employees.  
Taking leads for installation of new connection. Reviewing sales performance, negotiating contracts and packages, achieving our monthly targets.
- Knowledge Base Development - Designed and implemented a fully functional knowledge base portal by using HTML5, CSS3, JavaScript and PHP for my internal team (Since it was the pilot batch) and updated it on a periodic basis.
- Mentored new associates while gaining experience of providing complete on the job training.
- Collecting and collating data and generating periodic reports and carrying out value added analysis of reports to facilitate strategy planning.

## QUALIFICATIONS

- Graduated from Rizvi College of Arts, Science & Commerce in Bachelor of Science (Computer Science).
- Completed Cisco CCNA (R & S) training in Network Engineering from RST Forum.
- Completed Cisco CCNA Advance Lab training in Network Engineering from RST Forum.
- Completed Cisco CCNP (R & S) training in Network Engineering from RST Forum.

## SKILLS

- **Networking Skills:**
  - Routing (RIP, EIGRP, OSPF, BGP, IS-IS).
  - Configure and verify IPv6 and IPv6 routing (RIPng, EIGRP for IPv6, OSPFv3).
  - Configure and verify DHCP Server and NAT.
  - Switching (VLANs, VTP, Inter-VLAN routing, Spanning-Tree Protocol, Etherchannel).
  - Security (Switchport security, 802.1x Port Authentication, Access Control Lists, GRE Tunnel, IPSEC Site-to-Site VPN).
  - MPLS
  - Configuring Cisco ASA Firewall (Access List, NAT and VPN).
  - Troubleshooting and analyzing network with Wireshark, SolarWinds Response Time Viewer and SolarWinds Netflow Realtime.
- **Web Designing:**
  - HTML5
  - CSS3
  - JavaScript
  - PHP
- **Programming Languages:**
  - Python
  - C++

## EDUCATION

### SSC

— 2008

Queen Mary's High School (Mumbai Board) - Mumbra, Maharashtra

### HSC (Science)

— 2010

R.A.D.A.V College - Bhandup, Maharashtra

**INTERESTS**

- Cricket
- Music
- Movies
- Bike Riding
- Cisco Packet Tracer
- GNS3
- Kali Linux
- Web Development