MOHD. AKRAM
NETWORK ENGINEER
CCNA (Routing and Switching)
NSE 1, 2, 3(Network Security Associate)
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SYNOPSIS

Network Engineer with 4 years of experience in **building, maintaining, supporting, monitoring, and resolving** networking environments and servers to provide high performance to users. Proficient in assisting hardware changes, software installations, and upgrades. Skilled in learning new technologies quickly and managing multiple projects.

KEY SKILLS

- Routing Protocols – Static routing, RIP, OSPF
- Switching Technologies – VLAN, trunking, Inter VLAN routing, STP, RSTP, EtherChannel etc.
- VPN's – IPsec VPN, SSL VPN
- Monitoring tool like Wireshark.
- **Cisco Wireless LAN Controller 2500 series** and **Cisco L2 switches like 2900 series.**
- **Cisco L3 switches like Nexus 9K, 5K series and router 4300 series** and **Huawei switches like S5700 series.**
- Working knowledge of **Juniper Switches like QFX 5100 and 5200 series.**
- **FortiGate Firewalls like 200E, 400E and 501E series** and **Palo alto firewall like PA-850**
- Basics of Linux and Programming language: Html, CSS, C/C++, Java.
- High-Speed Internet Access (HSIA)

CERTIFICATIONS

- CCNA (Cisco Certified Network Associate-Routing and Switching) certified.
- Fortinet NSE 1, 2 and 3 Network Security Associate certified
- Fortinet NSE 4 Fortigate Security 7.0 Self-paced certified
- Fortinet NSE 4 Fortigate Infrastructure 7.0 Self-paced certified
- Fortinet NSE 5 FortiManager certified.

ACADEMIC QUALIFICATIONS

Jamia Hamdard, New Delhi
- **Bachelor of Computer Application, 2021-2024(pursuing)**

Jamia Millia Islamia, (J.M.I), New Delhi
- **Diploma in Computer Engineering, 2018**

Lovely Public Sr. Sec School, (CBSE), New Delhi
- **Senior Secondary Education: Non-Medical, 2015**

Lovely Public Sr. Sec School, (CBSE), New Delhi
- **Secondary Education, 2013**

Work Experience

1. **SECURETECH LLC, Abu Dhabi, UAE**
   Network Engineer
   March 2022 – March 2024

   - ➢ Part of **Advanced Services team,** working primarily for the government clients, **deploying networking** projects as per their requirements.
   - ➢ **Network Planning, Design, Build and Operations:** Developed strategies and roadmaps to address complex security needs by identifying challenges, risks, and vulnerabilities.
   - ➢ **Technical troubleshooting and debugging:** Provided technical assistance to customers for Production environment on major Platforms like Cisco Routers and Switches, Fortinet, and Palo Alto firewalls.
   - ➢ Collaborated with TAC and operations team on client sites for various break-fixes and follow-ups until resolution.
   - ➢ Provide direct technical support and updates of ongoing issues and planned activities to management, leads and co-ordinate with the team.
   - ➢ Schedule upgrade changes to **infrastructure** according to the client's requirement.
   - ➢ Helped client to rectify the issues faced during **IOS upgrades, firmware upgrades, site migrations, connectivity issues, high availability on router, switches and firewalls** etc.
   - ➢ Preparing **HLD's** for the projects as per the requirement on **Microsoft Visio**.
   - ➢ Implemented a network monitoring system that reduced downtime by 20% and improved troubleshooting efficiency.

   Projects:
   - ➢ Client: **Emirates School Establishment**
     Location: Multiple sites, UAE
     Duration: May 2023 – July 2023
     - Designed and maintained secure network infrastructure for 12 schools in UAE.
     - Conducted network assessments and implemented improvements.
     - Collaborated with a team to complete projects on time and within budget.
     - Configured **HUAWEI** networking devices and created Port-Matrix for connectivity.
     - Implemented VLAN segmentation and stacking to optimize network performance.
     - Ensured redundancy and collaborated with vendors for endpoint connectivity.
     - Provided project handover and ongoing support

   - ➢ Client: **Marriot 5-star Hotel**
     Location: Ras Al Khaimah, UAE
     Duration: August 2023 – January 2024
     - Designed secure network for luxury hotel, ensuring guest services.
     - Collaborated with vendors for guest network portal and content filtering.
     - Configured multi-site network for **ICT, CCTV, AV**, and **GRMS**.
     - Managed firewall configurations and conducted vulnerability assessments.
     - Developed **Port-Matrix** and VLAN segmentation for optimized performance.
     - Responded to client requirements for scope understanding.
     - Calculated Rack Power and Heat Dissipation for improved device performance.

➢ Client: **National Media Office**
Location: Abu Dhabi, UAE
Duration: January 2024 – March 2024
- Designed new network topology for scalability, redundancy, and security.
- Procured network equipment and coordinated with vendors.
- Conducted thorough testing and troubleshooting for seamless integration.
- Documented network configurations, diagrams, and procedures.
- Improved network reliability and performance, reducing downtime and latency.
- Managed network security measures, including firewall configurations.
- Collaborated with cross-functional teams to align network requirements with business objectives.
- Maintained detailed documentation for operational transparency and compliance.
- Emphasized thorough planning and stakeholder engagement for project success.

2. **Punjab National Bank IT Centre, Faridabad, Haryana (Posted by EBIX CASH PVT. LTD.)**
Network Engineer
July 2021 – December 2021

➢ Providing technical Support and establishing network connection in a system or networking devices like switches and routers.
➢ Providing support for the entire IT and network infrastructure of the bank.
➢ Resolving networking environment problems and solving the hardware, software upgrading, installing and networking issues.
➢ Remotely solving the issues of different branches by logging into their routers regarding network Servers.
➢ Maximize Network performance by providing regular updates, installation of latest technologies to optimize network problems and outages.

3. **Income Tax Office**, **Rohtak, Haryana (**outsourced by **IBM,** on payroll of **Kaizen IT Services**)
IT and Network Support Engineer
February 2019 – July 2020

➢ Building, maintaining and supporting technical issues and network connection in their system.
➢ Assisting network related problems and resolved the user troubleshooting regarding hardware, software installation and upgrading networking servers as per the requirement and user availability.
➢ Installing applications like ITBA (Income Tax Business Application-Permanent Account Number) and computer peripherals like printers, mouse, keyboard etc.
➢ Providing support in networking, monitoring and firewall troubleshooting over call, Desktop Sharing and on-Premises for the different locations.
➢ Worked in Fast Paced challenging environment to maximize network performance.