

Rana Ahmad Mohammad Alqunbor

P.O.Box-AS salt/Jordan

AS salt 19385/11118

E-mail:ranaalkunber94@gmail.com

Mobile: +962-77-2457953

PERSONAL INFORMATION:

- **Date of Birth:** October 21, 1994
- **Nationality:** Jordanian
- **Marital Status:** Single



EDUCATION:

- **2012-2017:** BSc, **Communication Engineering**, Hijjawi Faculty of Engineering College, Yarmouk University, Irbid, Shafiq Irshidat St, Tel. (00962)27211111, email: yarmouk@yu.edu.jo.
- **2011-2012:** Graduated from Salt Academy School, Salt.
- **2009-2010:** Courses at pioneer center for outstanding students, Salt.

SKILLS:

1. Good knowledge in computer software.
- Excellent command in Microsoft office (word, power point ,excel)
 - Wireshark Network Protocol Analyzer
 - Object Oriented Program
 - C++
2. Very good in English language (Good in reading, writing and speaking).
 3. Good knowledge in Cisco Routers, Switches, Ethernet, Fast Ethernet, WAN, LAN, TCP/IP, CDP, RIP, RIPv2, Access Control List (ACL), Network Address Translation (NAT), Port Address Translation (PAT), ATM, MPLS, Multicast, GRE, VPN, Wireshark
 4. Sociable.
 5. Communicational skills.
 6. Flexibility in dealing with pressure.
 7. Time management skills.
 8. Have Driving license.

Career objectives:

- To build a long-term career in Telecommunication engineering with opportunities for career growth.
- To enhance my educational and professional skills in a stable and dynamic workplace.

- To solve problems in a creative and effective manner in a challenging position.

Trainings:

- **(15 May 2020):** (200) Training hours in **CCIE, Cyber Technical Consulting Jordan**, Amman, Wasfi Tal St . Al-waha circle. Fayad Al-Assaf Building , Office108, Tel((06) 556 0036).
- **(1 March 2021):** (100) Training hours in **CCNP ENARSI ,CCNP Enterprise Core, Cyber Technical Consulting** Jordan, Amman, Wasfi Tal St . Al-waha circle. Fayad Al-Assaf Building , Office108, Tel((06) 556 0036).
- **(26 Oct 2018): IELTS** certificate from **British Council Jordan** Jordan, Amman, Tel(06)4603420 with over all band 5.5
- **(10 June 2018):** (10) Training hours in **Network Fundamentals, Tuned Applications Academy** Jordan, Amman, Tel (0789880205).
- **(1 Oct 2017):** (100) Training hours in **CCNA , Cyber Technical Consulting** Jordan, Amman, Wasfi Tal St . Al-waha circle. Fayad Al-Assaf Building , Office 108, Tel((06) 556 0036).
- **(12 June 2016):** (15) Training hours in **Arduino, Integrated Horizons** for Training, Irbid.

Work Experience:

- **(15 June 2020-Present):** Cisco TAC (Technical support) at ***Estarta Company.***

Duties:

- Supporting customers by solving and troubleshooting their network equipment's such as routers and switches.
 - Execute the maintenance window changes for multiple locations, performing troubleshooting of routing and switching issues
 - Applied routing changes including BGP, OSPF, RIP, and EIGRP, which improved network/system performance by 40%
 - Effectively resolved routing issues within multiple contexts of the Cisco ISR devices .
 - Taking network down situation cases and normal cases every day
 - Troubleshoot using webex and take access to the device accordingly.
 - Ensuring cases are solved within SLA.
 - Document the problems and communicate that to the customer.
 - Ensuring customer satisfaction of our service in the process
 - Exposed to multiple topologies and technologies that as network engineer we need to learn in the time frame available, and support the customer based on their installation and configuration.
 - Assist junior engineer with no experience to gain self-confidence and solve cases.
- Worked on more than 2000 cases and solved them, all differ in complexity and time frame.

Since October, 2021:

- Achieving Senior Customer Support Engineer within 1 year- routing Team.
- Gaining consistent exceeding evaluation results.
- Studying and gaining multiple field related certificates
- Supporting all solutions supported by routing team
- Provide daily technical support for Cisco's products to customers and partners via the telephone and/or through e-mail
- Reproducing numerous customer topologies and implementation in Cisco labs
- Assist engineers when facing complex issues and acting as a mentor for newly hired engineers.
- Prepared training material and training engineers to start support customers.
- Supported Devices such as :
 - 2960 3560 and 3750 switches
 - 29xx 28xx and 38xx 39xx routers
 - 6k and 4 k chassis
 - ISR4K,3K,2K,1K
 - ASR1K
- Mentorship

- **(11 Nov 2019):** Shop representative at ***Umniah mobile Company.***
- **(5 Feb 2017):** trained at ***Umniah mobile Company*** for six months in the transmission department, Amman, Shmeisani, Tel. (06 200 2000).

Graduation Project:

My project is about how we can transfer data between two devices by using LIFI. Light Fidelity (Li-Fi) is a bidirectional, high-speed and fully networked wireless communication technology similar to Wi-Fi. The term was coined by Harald Haas.

REFERENCES:

Available upon request.