IRSHAD K

Result-oriented Professional targeting challenging assignments in **Network Engineer** with a growth-oriented organisation of repute in **Information Technology industry**

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CompTIA **Strata** IT FUNDAMENTALS CERTIFIED | CISCO CERTIFIED **CCNA** ROUTING & SWITCHING | CISCO CERTIFIED **CCNA** VOICE | **JUNIPER** NETWORKS CERTIFIED ASSOCIATE | **Microsoft** CERTIFIED Solutions Associate Windows Server 2012

🖥 Key Skills

System Administration

Networking Operations

Technical Support

Server Management

Infrastructure Management

Project Management

Resource Optimization

Technical Documentation

Team Management

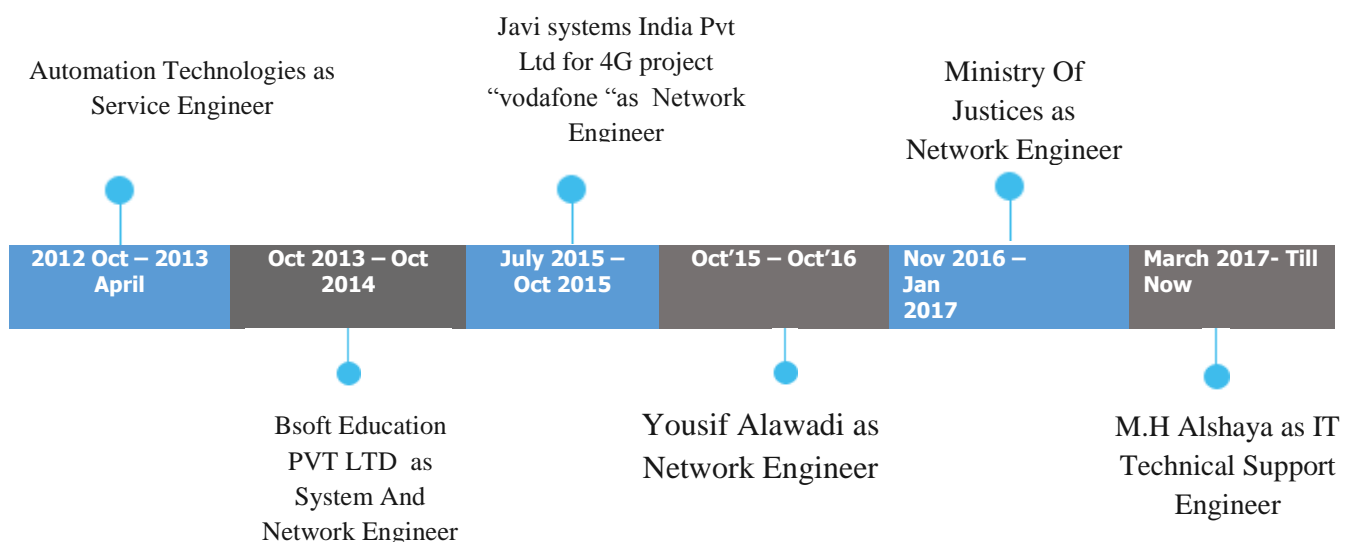WMS INVENTORY SYSTEM

Inventory Collection &Asset Tagging

🧠 Profile Summary

- IRSHAD K is an efficient and competent engineering management professional with an excellent track record of successful execution of IT projects in 4G Telecom industry, Hotel, Hospitality, Warehouse Management sectors.

- Around 6+ years of experience in Supporting 24x7 environment IT Industry as Network Engineer, System And Network Engineer, Technical Support Engineer.

- Hands on Experience in management and administration on LAN, WAN, Microsoft Server, Client, VMware, Wireless, Voice (VoIP) Networks and Cisco VoIP Application Servers. (CUCM, CUCME,) , Cisco And Motorola Wireless Control System (WCS) ,CISCO , JUNIPER,HP, HUAWEI Switches and Routers,SCADA,

- A self-learner and a research enthusiast, currently working as a Technical Support Engineer with M.H Alshaya Bahrain

Provisional Qualification and Certifications

- -MBA in System Management from Alagappa university
- -Microsoft Certified Solution Associate
- -Cisco Certified Network Associate in Routing and Switching
- -Cisco Certified Network Associate in Voices
- -Cisco Certified Network Provision (certificate is in process)
- -JNCIA Juniper Certified Engineer
- -CompTIA Strata IT Fundamentals
- -Cyber Security Fundamental

👤 Career Timeline

Automation Technologies as Service Engineer

Javi systems India Pvt Ltd for 4G project "vodafone "as Network Engineer

Ministry Of Justices as Network Engineer

2012 Oct – 2013 April	Oct 2013 – Oct 2014	July 2015 – Oct 2015	Oct'15 – Oct'16	Nov 2016 – Jan 2017	March 2017- Till Now

Bsoft Education PVT LTD as System And Network Engineer

Yousif Alawadi as Network Engineer

M.H Alshaya as IT Technical Support Engineer

Communicator

Thinker

Innovator

Collaborator

Intuitive

Education

- Master of Business Administrator (System Management)
- Bachelor of Science (computer Science)
- Plus Two from Board of Higher Secondary Education, Kerala

Certifications

- CCNA R&S – Cisco Certified Network Associated (**Routing and Switching**) **CISCO ID : CSCO12704680**
- CCNA VOICE – Cisco Certified Network Associated   (**VOICE**) **CISCO ID : CSCO12704680**
- 300-075- **Implementing Cisco IP Telephony & Video**, Part 2 v1.0 **CISCO ID : CSCO12704680**
- MCSA - Microsoft Certified Solutions Associated **MICROSOFT CERTIFICATION ID IS: 13563080**
- JNCIA- Juniper Networks Certified Associate
- Comptia Strata IT Fundamentals
- CCNP VOICE - Cisco Certified Network Provisional (Couse Completed)
- MCSE - Microsoft Certified Solutions Expert (Couse Completed)
- Google Certified in The Fundamental of Digital Marketing

Experiences

- 0365: user mail box creation, mail box migrations, troubleshooting issues, providing security level access, user access level modification, managing mailboxes
- Active Directory: Providing access, user account creation, configuration, Security Group Creations, Guest Wi-Fi user account creation, user access level modification.
- Technical Knowledge & work experience of Active Directory Installation and deployment for enterprise, DNS DHCP, OS Installation & Deployment, Exchange server Configuration, Installation.
- Exchange server 2010/2013: user access level modification, creation, Mailbox Migration, Mail routing permission, Installation, Configuration, managing Database, Database recreation, Exchange Database Monitoring
- Knowledge & Work Experience of Windows Server 2008, 2012, Monthly Microsoft Patches Update.
- Installing , configuring and Trouble Shooting Cisco, HP, Huawei, Juniper Switches and Cisco , Motorola Wireless Controller, Cisco Call manager
- Experience in Trouble shooting L2 issues within the defined SLA's
- Effective Interaction with the clients/Customers to trouble shoot the issues and drive them to closure.
- Ability to Manage the team to handle critical situations and able to work with the team.
- Exposure in driving the Access Team along with L3 team to investigate and fix any critical issues.
- Ability to work independently and in a team to meet the deadlines.
- Strong and positive communication skills to a range of audiences, both technical and functional
- Support Knowledge Management initiative and assist Problem Manager with creation of SOPs & also training the users new to business.
- Highly customer focused with a commitment to surpassing expectations.

Professional Experiences and Job details

M.H Alshaya Co, Bahrain **Technical Support Engineer**
March/2017

- Providing All IT Supports ,WMS Application (Manhattan ILS integrated Logistics Solution) Support to the Warehouse Users

- Train users /new users to use (IT Global Helpdesk tickets) . Self service alshaya.service-now.com .
- Follow up with Global helpdesk pending tickets or escalate to next level.
- Basic Support and training users to connect or escalate Conference room and desk connectivity issues.
- Follow up with local Vendors for support issues or delivery ie: Printers , Laptops , Network devices , Communications , Payments .Warranty .
- Basic trouble shoot and Escalate Infrastructure issues with Kuwait/Indian IT Team .
- Trouble Shooting and Configuring all ILS application related Support to the Warehouse
- Configuring Share Folder ,Network Printer & Scanner
- Configuring work group and Domain Users and User Password Reset
- Taking Daily System Monitoring Check List Report & Monitoring the Server room Temperature
- Installing and Configuring O365,Microsoft Outlook and Related issues
- Weekly Server and Services Restate activity
- Management, and maintenance of the enterprise-wide LAN, WAN, wireless and network security infrastructure
- **Configuring HP, Huawei Switches and Troubleshooting VLAN , VTP**
- Installing and Configuring Network Printers and Scanners
- Managing and configuring Motorola Wifi Controller RFS 6000 , WinG V5.8,Symbol MC9200 ,MC9000 ,MC 3190 models PDT(Portable data terminal) Scanner &   AP 7131,AP 7532 models
- **Monitoring Server room Temperature by Inter Septor Pro Devices**
- Configuring and Troubleshooting Huawei S7706 core switches & S5700 switches .HP 2910al Switches
- Management and configuring of Server IBM System X3650 M5 ,X3850 X5,X3550M3 & HP DL380 G7,DL380G6 models of servers and Storage Storwize V3700 Control
- Installing and configuring Patches on Windows Server 2008 R2 and Clint Computers
- Installing and Configuring ILS Patches & Configuring Manhattan ILS (integrated Logistics Solution) Version 2009
- Installing & troubleshooting computers and their network (LAN) – 2008 & 2012 servers, Windows XP & Windows 7 clients and Windows 2008 & 2012 Active Directory
- **Management and configuring of the Sonic Wall NSA 3600 &NSA 3500 firewall**
- **Managing VMware Venter Server version 6.0.0 and VSphere Client version 6.0.0**
- IOS up gradation, troubleshooting the hardware problems in cisco routers and switches
- Troubleshooting corporate customer related issues.
- **Follow all escalation procedures according to service Level agreement**
- Supporting and Integrating in Planned Execution for Live sites
- Call on support and Remote control tool to assist end user when needed

Ministry of justice , Bahrain   **Network Support Engineer**
Nov /2016 to Jan/2017

- Working as a Network Support Engineer at Ministry of Justice Bahrain to provide support for all the network related issues.
- **Monitoring all the Network Devices, and taking necessary configuration backups periodically**
- **Configuring new IP Phones in Cisco Call Manager 10.5.1 and attending all IP Phone related issues**
- **Configuring Switches and Troubleshooting VLAN , VTP , Port-Security, etc**
- **Configuring & Troubleshooting Wireless Control System (WCS) 5500 series**
- **Creating New User ,Resting User Passwords, Lock/ unclock user accounts**

Yousif Awadi Group ,Bahrain   **IT Support Engineer**
Yousif Awadi Communication
 Oct/2015 to Oct 2016

Complete IT support to company clients. Responsible for the administration and security of their network.
- Support and troubleshooting servers, computers, wireless, switches, printers, copiers, mobile devices, etc
- Coordinates a variety of projects for the purpose of ensuring compliance with established guidelines.
- Providing technical support for users & client analyze and troubleshoot issues
- IT Support for 3 star and 4 star Hotels
- Good experience with installing ,configuring and troubleshooting Hardware and Application

- Maintaining and trouble Shooting WAN and LAN with Wi-Fi environment.
- Configure and maintain switching and routing equipment
- Configuring Mail Server ,Active Directory, Outlook, Backups
- Troubleshooting corporate customer related issues.
- Installing Configuring And Troubleshooting of CCTV, Cisco Call Manager, Sound System, Access Control System . Satellite TV etc.

Javi systems India Pvt Ltd
Vodafone Cen Project , India   **Network Engineer**
 July/2015 to Oct 2015

- Working as **Network Engineer** in Javi systems**.** for **Vodafone CEN Project**, Implementing of 4G ISP network all over Kerala
- Surveying And Planning of VODAFONE CEN Project sites
- Responsible for designing and implementation of customer's network infrastructure
- IOS up gradation, troubleshooting the hardware problems in routers and switches
- Designs and implements LAN/WAN using switching and router technology.
- Configuring and Troubleshooting Juniper Ex 4300, Juniper MX 104 Router and Juniper MX 960 Router
- Installation of Juniper Switches and Routers according to the standards
- Commissioning Juniper Switches and Routers.
- Integration of Juniper Routers and Switches.
- Routing OFC cables as per standards

Bsoft Education Pvt Ltd   **System and Network Engineer**
Oct/2013 to Oct 2014

- Troubleshooting routing and switching connectivity problem.
- Installing IOS.
- Checking Router and Switches
- Setting New Lab Environment.
- Configuring and Troubleshooting Cisco 3750 Switch, Cisco 2900 Switch, Cisco 2600 Router , Cisco 2500 Router, Cisco 3560 Switch, Cisco 2950 Switch, Cisco 3600 Router, Cisco 2811
- Configuring and assembling desktop computers and server computers and Crimping Cables
- Maintaining and troubleshooting desktop and server computers

Automation Technologies   **Service Engineer**
Oct /2012 to April 2013

- providing on-site computer repair services and troubleshooting to small and private customers
- Configuring and assembling desktop computers and server computers.
- troubleshooting LAN and WAN network related issues
- Able to repair, install, upgrade, and maintain desktop and notebook computers as well as printers and scanners.
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Knowledge Purview

Voice
- Deployment, Management, Administration and Troubleshooting of Cisco call Manager 7,8 ,10 series.
- Deployment of Cisco IP Phones - Series: 7940, 7960, 7961,7965,7975 CIPC through Auto,   Manual
- Excellent knowledge on Installation, Management and Monitoring of CUCM
- Configuring Call Forwarding

Routing &Switching

- Installing, Configuring and Troubleshooting of CISCO, Huawei, Juniper and HP Routers and Switches.
- Configuring and Troubleshooting VLAN, VTP
- Knowledge in implementation of Wireless and wired modem like D-link

Wireless Controller

- Managing and configuring Motorola Wifi Controller RFS 6000 , WinG V5.8
- Configuring & Troubleshooting Wireless Control System (WCS) 5500 series
- Access Points AP 7531 and AP 7532

T Shoot
- Knowledge in Troubleshooting routing redistribution solution.
- Knowledge in Troubleshooting Switch-to-Switch connectivity for the VLAN based solution.
- Knowledge in Troubleshooting Connectivity problems.

Microsoft
- Installing & troubleshooting computers and their network (LAN) – 2008 & 2012 servers, Windows XP & Windows 7,8,10 clients
- Troubleshooting Outlook, providing backup solution
- Remote Desktop & Remote Assistance.
- Installing & configuring network Printer.
- Configuring and assembling desktop computers and server computers.
- Managing and troubleshooting desktop and server computers**.**
- Designing Networks Using TCP/IP
- Managing Mail Server ,Active Directory, Outlook, Backups

Products/Devices

Cisco 3750 Switch	Cisco 2900 Switch	Cisco 2600 Router	Cisco 2500 Router
Cisco 3560 Switch	Cisco 2950 Switch	Cisco 3600 Router	Cisco 2811 Router
huwaei S7706 core switche & S5700 switches		HP 290al Switch	
Juniper Ex 4300	Cisco 2621 Router	Juniper MX 104 Router	Juniper MX 960 Router
HP Switch 2920			
CAT 5 Cabling	CAT 6 Cabling	Fibre cable Routing	Putty etc

Personal Details

Date of Birth: 28 th September 1988
Gender : Male
Languages Known: English ,Hindi & Malayalam
Address: Flat No :2,Building No:238/A,Road Number:56,Muharraq:203,Bahrain
Nationality: Indian
Marital Status: Married
Driving Licenses : Bahrain, India
CPR No : 880915641
Passport Number: L1580309