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| ***Ummekulsum Musekhan*** |

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|  | ***Professional summary***  Proactive Network Administrator focused on cultivating positive and productive relationships both internally and externally. Excellent customer service and product support abilities. Personable team player offering intermediate technical knowledge and an optimistic approach.  ***Work history (Total Exp: 6 Years)***  Future Infotech Industry, IT Smart Solutions - Network Security Engineer  Dubai, United Arab Emirates  Client- Al-Futtaim Group (04/2017 – 12/2018)  RESPONSIBILITIES: -.   * Provisioned access to internal servers, secure FTP, VPN to vendors and third party users. * Managed Zscaler proxy, implemented changes as per situation/ threat. * Managed and upgraded Symantec Endpoint Manager and Symantec clients to different versions. * Implemented usb block policy on entire network and provided alternatives as per business requirement. * Resolved network related issues like local area connection problem, network access, mails, internet, VPN issues, etc * Utilize IT incident/change/asset management system to document, prioritize and track requests. * Provided timely, proactive communications to stakeholders on significant issues and developments. * Adhere to all processes and methodology for Knowledge Centered Support and create knowledge content. * Assist with system administration (e.g. Profile maintenance, CheckPoint/Cisco Anyconnect), audits, team documentation, and other duties assigned. * Self-starter and highly motivated to provide excellent customer service, technical support and new challenges.   TATA Consultancy Services - System Engineer  Yantra Park, Thane, India  Project: Global Network Security (IT IS) (*01/2015 - 11/2016)*  RESPONSIBILITIES: -.   * Performed successful POC of Bluecoat Proxy servers. * Administered, maintained and supported Bluecoat proxy, HA configuration and cloud solution. * Managed router and switch configuration, implemented changes depending on corporate requirements and documented the same. * Configured and troubleshooted VLANS, STP, L2 and L3 Ether channel. * Providing end-user support and dealt with Enterprise Customer. * Managed LAN/WAN infrastructure, including routing protocols EIGRP, OSPF. * Dealt with monitoring tools like network packet capture tools like Wire-shark. * Implemented changes on Checkpoint Firewall (R75.45) and also upgraded to R77.20 version. * Performed rule reconciliation of firewall from Algosec monitoring tool. * Provided support while streamlining of corporate wireless network. * Ensured all data was backed up each evening, which alleviated lost information following malware incident. * Participated in on-call shifts at certain times, including holidays and weekends in case of system or network-related emergencies. * Resolved queue of 15 walk-up requests and 10 trouble tickets in a day by prioritizing urgent issues. * Performed tests on newly installed hardware and software to provide components that interface correctly with each other and network. * Secured network systems by establishing and enforcing access control policies. * Documented as-built for network architectures according to established processes and suggestions for work-flow improvements. * Performed acceptance testing to deliver integration and interoperability of network technologies.   ALCATEL-LUCENT Managed Solutions India Pvt Ltd. – Asst. Manager  Thane, India (*04/2013 - 11/2014)*  Reliance Integrated Services Pvt.Ltd. - Graduate Engineer Trainee  Navi Mumbai, India (10/2012 - 03/2013)   * Managed cisco routers and switches (series 7600, 7200,3600,3725,3550, 3750, ME3400) and Huawei (CX600, CX400, CX200) devices. * Configured and troubleshooted OSPF in ISP network and BGP at client end. * Managed Vlan's, STP, MSTP, RSTP in ISP network. * Handled monitoring & remote troubleshooting of the Data Network equipment (around 48,000 devices) all over India. * Provided 2nd and 3rd level of support for troubleshooting various customer service related faults like packet loss, Link Down, latency and throughput issues. * Determined which network devices, routers, switch were malfunctioning, immediately applying troubleshooting methods for resolution. * Monitored and performed hardware and software upgrades to network devices, including operating systems. * Provided support in planned activities like migration of services, hardware related activities and integration of new devices into the network. * Conducted acceptance Test (AT) of newly integrated Cisco and Huawei devices.   ***Accomplishments***   * Maintained 99% up-time through preventative maintenance and system improvement. * Provided Tier 1 network-monitoring services on multiple platforms while providing excellent customer service for more than 50 users. * Received 5% or higher positive customer service ratings for 2 months in a row.   Installed appropriate security patches to dissolve security vulnerabilities. |  |  | umusekhan@gmail.com +971509325567 **Al-Nahda 1, Dubai**Abdul Aziz Building, Sharjah, Sharjah  ***Skills***   * Cisco Certified Network Associate * Cisco Routers, Switch * Customer service, User support * Documentation, Troubleshooting * OSPF * Strong verbal communication * Remote access support * VPN configurations * LAN and WAN expertise * Excellent interpersonal skills * Antivirus and spam blocking   ***Education***  K.C College Of Engineering And Management Studies  Thane  Bachelor of Engineer: Electronics And Telecommunication   * Cleared Engineering with an aggregate of 67.26%. * Top 5% of class * Continuing education in Networks     ***Certifications***   * CCNA (Routing & Switching) |  |
|  | ***REFERENCES***  [1] Name: Mr Avindh Khanolkar  Company: Tata Consultancy Services  Designation: Service Delivery Head  Contact: 9820434184  [2] Name: Mr Ravindra Kulkarni  Company: Al Futtaim  Designation: Manager Security Operations  Contact: 971504585730 |  |  |  |  |

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