**Jawad Malik**

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**OBJECTIVE**

Looking for IT position in infrastructure & Technology and digital platforms

# Summary

3 years of experiences in Implementation data, voice & security with hands on experiences on providing support in network and systems /Desktop support and in managed service

# TECHNOLOGY EXPERTISE

Cisco routers, switches, access points WLC, IPT endpoints

Cisco Call Manager / Call Manager Express / Cisco Unity Connection / Cisco Unity Express

Cisco Switches: All Switches portfolio from Access to Core

Cisco jabber / Cisco presence/Contact center /Telepresence Video conference

All cisco voice applications and voice & video third party applications

Cisco Applications: CISCO LMS, PRTG Network Monitoring

Microsoft System Administration Domain / Exchange /

VMWARE Administration / Installation and Support

**INDUSTRY CERTIFICATIONS/TRANINGS:**

MCSE 2012/2013/2016 (Training)

CCNA (Cisco certified network associate) Routing & Switching (Training completed )

CCNA (Cisco certified network associate) Voice (Training completed)

CCNA (Cisco certified network associate) Security (Training completed)

**Current Position (DEC 2018 – till date)**

**UOL – UNIVERSITY OF LAHORE PAK – LHR**

## Working as a Network Engineer Routing Switching

Current Duties

* Implementation and support engineer for networks data and voice
* Providing services for CISCO/RUCKUS/WLC/SmartZone 100 support & services for data networks and CISCO voice security.
* Providing Level -1 / Level-2 and remote support services on call support
* Providing VOIP services to the Users Configuring and Installation.
* Visiting the site physically in case of any network issue reported in different segments of university ▪ Timely Backup of Call manager & Disaster recovery if needed.
* Working with team for BOQ and providing documentation to the executives where required.
* Cisco Licensing and related support.
* Managing inventory of extensions which are using in CUCM, Call Routing, SIP-Trunk / Call-Center ▪ Configuration of Route partition/Dial-peers/Hunt-pilot/Call routing.
* Providing support to Managed services projects running with outsource engineers where required
* Providing clients warranty where required, Raising RMAs with CISCO providing the clients with new / replacement parts and Opening TAC with Cisco when required.
* Coordination with ISPs, mailing and discussing issue when required.
* Receiving daily incidents / tickets from University IT Helpdesk and completion of the desired configuration / maintenance with minimum response time.
* Monthly network maintenance / health checkup visits to several Users and generations of network reports according to the findings.
* Configuring switches/ Access-Points
* Provided support Wireless/Ethernet User 600+ for internet connectivity
* Daily Stand-up meeting for daily tasks, remaining tasks and In-progress tasks

*Worked as Network&Desktop engineer in* ***The Game StormStudios pvt (Ltd). (DEC 2017 – Oct 2018)***

* Network monitoring/Server Monitoring with different network monitoring applications.
* Physical installation of HUB/switch/WIFI devices.
* Weekly audit and back of network devices, routers and Switches.
* Installation of servers and Active Directory Management, Exchange Server.
* Maintaining old users and providing new users network connectivity.
* Preparation of Daily ,Weekly , Monthly network status reports and submission to the Senior Network Engineer
* Updating OS for network devices and Systems
* Coordination with other vendors for any network activity related to out of our scope.
* Creating request for changes in network according to requirement from IT.
* Preparing methods of statements and submission for approval for Network Team Engineers and completing the task in given downtime.
* Monthly physical inspection of different network devices for OS upgrade, network device replacements and creating RMA for the Faulty and replacement with new devices.
* Monthly meeting with support team and senior network engineers for better network monitoring and maintenance in order to enhance better support services.

# EDUCATION

Bachelors Science in Computer Sciences, The University Of Lahore, Pakistan - 2016 **PERSONAL INFO:**

Date of Birth: 19-09-1992

Father Name: Muhammad Tariq Malik

## References Available on request