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SHOAIB AHMED
Network Engineer

Immediately Available Worldwide With 2+ Years of Experience as an IT Support, Engineer, Network Administrator, Computer Networking & Help-desk IT Support With Transferable Iqama

CONTACT

- +966 590802315
- 18.shoaibahmed@gmail.com
- Yanbu City, Saudi Arabia

EDUCATION

POOJYA DODAAPPA APPA COLLEGE OF ENINGEERING

- Bachelor of Engineering
- GPA: 7.2/ 10

AL SHARAY PU COLLEGE OF SCIENCE

- PUC
- PERCENTAGE: 79

SKILLS

- Excel, MS Word
- MS Office
- Power Point
- Good Communication
- Presentation
- Critical Thinking

LANGUAGES

- English (Fluent)
- Hindi (Fluent)
- Kannada (Basic)

PROFILE

An aspiring Network engineer with a zeal to become an industry expert in security domain with passion to secure the world and protect organisations. Skilled with industry needed skills and a huge appetite to learn. I see myself as a hardworking and committed professional.

TECHNICAL TRAININGS

- **CCNP (Cisco Certified Network Professional)**
- **CCNA (Cisco Certified Network Associate)**

  Java and Python Fundamentals

TECHNICAL SKILLS

Switching

- VLAN, Trunk
- VTP, STP
- HSRP, VRRP
- GLBP
- Ether Channel
- Port Security

Routing

- Static
- RIP, EIGRP
- OSPF, BGP
- Troubleshooting

IP And Networking

- TCP/IP
- OSI
- NAT/PAT
- DNS, DHCP
- HTTP, HTTPS
- Telnet, SSH

CURRICULUM VITAE

Yanbu City, Saudi Arabia
Contact No: +966 590802315
E-Mail: 18.shoaibahmed@gmail.com (with Transferable Iqama 2598674626)

Applied for the post of "IT Networking Field/Network Administrator/IT Help-desk

PROFESSIONAL SUMMARY

➡ Overall experience 2+ Years in Computer Networking, Administrator Field / Help-desk IT Support,

➡ Attending clients, specific problems related to networking, hardware and software breakdown. Setting up new network from cabling to installing hardware, giving systems administration support for client.

➡ Proving on-site hardware and software troubleshooting for network and stand-alone systems, assembling, troubleshooting and maintains of computer and its peripherals.

➡ Responsible for implementing technical support to all department by monitoring and maintaining computer system including troubleshooting computer hardware, software, network connectivity and peripherals in additional configuring, installing, maintaining and repairing same.

➡ Install DNS and configure ADDS Environment and creating DC, CDC, GCDC, ADC & RODC. Create NS-lookup zone/ Reverse lookup zone in DNS for name to IP and IP to name. [on VMware workstation]

➡ Installing DHCP Server and configuring DHCP Scopes/Exclusion/Reservation. Create DHCP Super Scope, DHCP Failover and managing DHCP Database. [on VMware workstation]

➡ Create new user and group, provide group policy for user local log in correctly. Create shadow copy, configure and recovery delete data from shadow copy backup.

➡ Create Disk management, Disk Mirroring and Raid 5 volume.

➡ Maintain and upgrade existing Analog/Digital and Network CCTV system as needed. Positioned correctly all CCTV cameras in the site for proper recording and assured all areas.

➡ Troubleshooting cameras DVRs/NCRs, computers peripherals and other hardware.

➡ Ability to work with large cross-functional teams as well as complete assigned products under tight deadlines, responds to telephone calls, email and personal requests priority base for user.

EMPLOYMENT SUMMARY

Company Name	Location	Position	Date of Joining	Date of Leaving
Exposys Date Labs	India	IT Network Support Eng. Desktop / IT Electronics	Nov- 2022	Nov-2024

TECHNICAL

Tools/Server Administration	Active Directory User and Computers / DNS / DHCP (Scope/Super Scop/Failover) / Group Policy Management / Local Security Policy / RAID
Switches - L2/L3	Configure V-LAN/Inter V-LAN/ VTP Pruning/ Switch Port Security / Duplex (full/half & auto)
Server 2019/16/12/08 CCTV (DVRs/NVRs) System	Download/install server from legal site and configure Role & feature Maintains, upgrade and troubleshooting Analog/Digital/Network CCTV system
	Positioned correctly all CCTV cameras in the site for proper recording and assured all areas in the facility are covered.

Operating systems	Install, upgrade, support and troubleshooting (windows 7, windows 8,10 & 11 operating systems)
Application	Microsoft office 2010, 2013, 2016, 2019 and other authorized desktop application

ASSIGNMENT UNDERTAKEN

Samsung Electronics. India Pvt Ltd	November 2022– Nov 2024
Project Functional area	• **Personal Business**, **Gulbarga**, **Karnataka**, **India** • IT-Hardware/ Network support/ Helpdesk support.
Skills & Duties	• **IT Desktop & Network Support** • Configured and maintained a network of Cisco routers and switches, implementing VLANs, port security, and EtherChannel to enhance network security and performance. • Maintained ACLs to filter traffic based on source and destination IP addresses, protocols, and port numbers, enhancing network security. • Configured extended ACLs to protect critical network resources from unauthorized access and malicious attacks. enhance network security and performance. • Troubleshooted complex network connectivity issues, routing failures, and switch port configuration errors. • Utilized SNMP to monitor critical network devices, including CPU utilization, memory usage, and interface traffic. • Generated automated alerts for potential issues and proactively resolved problems before they impacted network services. • Implemented VLANs to segment the network and improve security. • Configured VLANs on switches and routers to isolate different traffic flows. • Implemented VLAN Trunking Protocol (VTP) to synchronize VLAN configurations across multiple switches. • Configured inter-VLAN routing using a Layer 3 device (router or Layer 3 switch) to enable communication between different VLANs. • Implemented port security features like sticky MAC addresses to maintain device connectivity during power cycles. • Assist in monitoring all office PCs and networking devices such as hubs and network storage and attend to basic level support problems and troubleshooting to ensure all peripherals are working properly. • Managing and maintaining all installed operating systems, application software and ensure maximum availability and performance at all times. • Maintain computer systems, Desktop systems, PC, laptop, hardware, software and keep them updated and assist user in utilizing IT resources efficiently in accordance with high quality service standards required. • Provide technical assistance to internal users on all desktop systems encompassing PSs / laptop hardware and software, printers and other peripherals to ensure timely and effective resolution of all reported problems. • Technical work-related Networking, configuring computer and maintains network. • Knowledge in scrimping tool and making cable (straight, cross). Implementation & sharing hardware resource. • Installation outlook & solving mail troubleshooting in outlook. • Provide helpdesk support and resolve problems to the end user's satisfaction.

- **Helpdesk Technical Support.**
- Thorough knowledge of system designing and implementation. Computer infrastructure design and networking, system administrator and desktop support.
- Networking technologies such as TCP/IP, Ethernet, DHCP, DNS, E-Mail configuring, network printer installation and troubleshooting.
- Monitoring installation and configuration components to upgrade existing system as well as making necessary modification or changes and running tests or design specification.
- Monitor and respond quickly and effectively to requests received through the IT helpdesk. Diagnosis of desktop, application, networking and infrastructure issue.
- Responsible for recording – logging all incidents and service requests, categorizing them based on priorities and for deciding on the action to be taken on each incident.
- Responsible for any asset (hardware – software) given to the user and record it in the inventory items with configuration ID which is linked to the user's employment ID.
- Responsible for implementing technical support activities to all departments by monitoring and maintaining computer systems including troubleshooting computer hardware, software, network connectivity and peripherals in addition configuring, installing, maintaining and repairing the same.
- Maintaining all problems detected desktop and laptop like- slow/ heating/ hung etc.
- Managing network resource like files and printers.

ACADEMICS

Certificate/Degree	Institute / Board	Performance
Bachelor of Information Science & Engineering	Poojya Doddappa Appa College of Engineering (PDA)	7 CGPA
12th (Science)	Al Sharay PU College of Science	79.50 %
Matriculation	New Noble Boy's High School	87.50 %
Java and Python Fundamentals	PDA	65.00 %
CCNA and CCNP (Trained)	Networkers Home	

PERSONAL DETAILS

Father Name	Shoaib Ahmed
Date of Birth	17th Dec 2000
Gender	Male
Nationality	Indian
Language Know	English, Kannada, Hindi & Urdu
Hobbies	Updating with Latest Technology

PASSPORT DETAILS

Passport No	X 6952478
Date of Issue	07/03/2023
Date of Expiry	06/03/2033
Issue of Place	Bengaluru

I hereby declare that the above information mentioned is true and correct to the best of my knowledge and belief.

Place: Gulbarga, Karnataka, India
Date: [Shoaib Ahmed]