



## **NETWORK ENGINEER**

### **Details**

**Name :** [REDACTED]

**Email :** [REDACTED]

**Contact** [REDACTED]

### **Summary**

Cisco Systems, having a level of comfort communicating across all functions within Cisco as well as with customers and partners. My responsibility span across all lines of business ( Service Provider , Public Sector , Enterprise and Commercial). Work closely with Cisco field account managers, systems engineers and partners to plan sales , strategies , develop proposal .

### **ACADEMIC QUALIFICATIONS**

- Cisco Certified Network Associate (CCNA)
- Fortinet's Network Security Associate 4
- AWS Cloud Practitioner Essentials (Second Edition)
- ZIMSEC Advance Level
- ZIMSEC Ordinary Level

### **SKILLS**

CCNA , Cisco Certified Network Associate, Desktops, Frame Relay, Help Desk, Intel , LAN , WAN ,Microsoft Systems experience , Network Support, PC support end users , Technical support , Telephony, troubleshoot , video , voice and data , VOIP

Architecture, Automation, Design Principles , High availability techniques -Redundancy, Network Assurance , Virtual Machines , Virtual Switching, Wireless, Protocols

### **OTHER SKILLS**

- Outstanding analytical, problem-solving, and troubleshooting ability.
- Good communication (oral-written, customer service, and interpersonal skills).
- Installed and designed LAN/WAN networks for enterprise based on Huawei products and solutions.
- Both Independence and team orientation, depending on situation.
- MS Office proficiency and tracking- software familiarity.
- Flexibility in work hours plus transportation with valid license.
- Ability to multi-task and prioritize effectively.
- Core VMware Virtualization Skills
- Deployed key VMware ESX/ESXi technologies, expertise with HA/DRS, P2V. ESX migrations from 3.01 to 3.5 to vSphere 4.0. Deployment

**Company Name: Dimension Data**

**Role** : Network Engineer

**Duration** : 1 November 2021 to 31 July 2023

**Duties and Roles**

- Performs research in support of the architecture within which these products are implemented
- Responsible for monitoring activities on Network Monitoring System.
- Escalation and joint fault restoration with 3<sup>rd</sup> party vendor/supplier.
- Provide 24 hour Network Health surveillance and alarm reporting utilizing network monitoring and surveillance software.
- Wireshark cap for both capturing and analysing customer QoS and RFC events
- Responsible for basic troubleshooting network routers and switches to isolate the trouble and take appropriate action to resolve.
- Excellent experience in Network Planning, Implementing, Configuring, Troubleshooting and Testing of networking system
- FortiGate Firewall: allowing access to virtual machines on azure
- Allowing IP range and static IP for VoIP
- Creating policies and access group to access web servers and virtual machines
- Creation of VPN -Forti-client
- Creation of virtual machines on Azure and loading an image
- Planning and structuring specific routes Internal V-net and External V-net
- Creating extensions and setup call setup method and voicemail , ring group , IVR

**Company Name: NOSTRA**

**Role** : Infrastructure Engineer

**Duration** : 3 September 2023 to Date.

**Duties and Roles**

- Managing customers accounts as a subject of Matter Expert for Sonic Wall firewalls, Palo Alto, Fortinet firewalls
- VPN troubleshooting, configuration deployment of remote offices.
- Routing and troubleshooting involving BGP, OSPF, RIP, Cisco Routers and VLANs
- Firewall changes to give access to new web applications, implement changes.

- Planned and coordinated the setup, installation, configuration, and maintenance of firewalls, routers, and switches.
- Prepared guides for performing troubleshoot on system and upgraded procedures accordingly.
- Performed changes in process and ensured that it was effective system.
- Monitored all threats received on system.
- Resolved all technical issues in system within timeframe.
- Documented all updates and designs prepared for network.
- Provide timely response to escalations in accordance with service level agreements (SLAs); act as technical escalation and resource to junior team members
- Responsible for a designated set of network security tools and the security functionality of these tools, such as web application firewalls, intrusion detection systems, and web proxies
- Monitor Azure alerts and respond to incidents, including participation in root cause analysis and developing remediation plans
- Respond to and resolve service requests related to the Azure infrastructure and applications.
- Build and maintain a comprehensive set of Azure Monitor alerts to provide a holistic view of our infrastructure and application performance.
- Monitor and analyse performance and usage metrics to identify areas for improved alerting, platform optimisation and reliability.
- Continuously research and evaluate new Azure features and services to optimise our infrastructure and improve our application development workflows.
- Participate in on-call rotation to provide 24/7 support for critical systems.