**MD FAISAL AHMED**
**Email:**faisalmomin023@gmail.com
**Contact:** +91-9535670419
**Passport No:-** V5399843

**CISCO CERTIFIED CCNA ROUTING & SWITCHING**

## OBJECTIVE:-

Working as a NOC Network Engineer with 3 Years of experience in Networking Industry with Switching, Routing skills and seeking a career opportunity where acquired skills and education will be utilized towards continuous growth and advancement.

## TECHNICALSKILLS:

| | | |
|---|---|---|
| • | Network Protocols | **:-**BGP, OSPF, RIP. |
| • | Switching | :-VLAN, VTP, STP, RSTP, PVST, MST. |
| • | Ether Channel | :-PAGP, Link Aggregation Control Protocol (LAGCP) |
| • | Gateway Redundancy Protocol | :-HSRP,VRRP,GLBP |
| • | Tools used | **:-** XShell,Vunet Monitoring Tool, Grafana Monitoring Tool, ServiceNow Tickting Tool, RFTR and Cieble Ticketing Tool, ITSM Ticketing Tool, BMC Remedy Ticketing Tool, Aruba Clear pass PolicyManager, Office365.etc |

## CERTIFICATION:

- CCNA Certified (ciscoid-CSCO14423614).

## PROFESSIONAL EXPERIENCE:

❖ **Sify Digital Services Limited (Client - State Bank of India)**

Payroll          :-Sify Digital Services Limited.
Tenure          :- 07 August 2023 to Till now.
Designation  :-NOC Network Engineer.

### Job Responsibility:

- Configuration, Monitoring & Troubleshooting of Networking devices (CISCO,Tech, Huawei, Aruba, and Juniper, Mifi Switches C2960x,WS-C3750x-125,CISCO 350,300,2900. Routers 2800, 841 MSeries)
- Cisco Router and Huawei Router Configuration and Aruba, Huawei Switch Configuration.
- Providing Branch Utilization report and IP accounting.
- Ensure quality service to customers through accurate and timely resolution.
- Responsible for performance analysis, proactive troubleshooting.
- Monitoring internet leaselineon Vunet Tool, and Troubleshooting banking day to day application issues such as CBS, SBI Times, Crypto, ATM related AAA server and slowness issue.
- Keep a hundred percent uptime. Providing technical help and verifying links with Service Providers.
- Making DC Link Utilization Report for all links. Handling all tickets raised by customers on a daily basis.
- Monitor, track, fix and report the health status of FINET Network Monitor and Manage the Network using Monitoring tool.
- Raise the tickets with the provider and track the incidents till the resolution.
- Ensure SLAs are met.
- Support DR-DRILL activities planned.

- Assist and coordinate with Banks for Network Support requirements
  Maintain required logs and tracker.
- Work in 24x7rotational shifts, for supporting Network operations.
- Experience in Core Net working Skills (LAN/WAN/Data Center).
- Hands on experience on multi-vendor/multi-service IPnetworks, multi-vendor
  Equipment and network protocols.
- Knowledge of TCP/IP protocol suite

❖ **Tikona Infinite Pvt. Ltd.**

Payroll        : - Tikona Infinite Pvt. Ltd.
Tenure        : - 26 April 2021 to 07 May 2022.
Designation  : - Network Engineer.

### Job Responsibility:

- Tikona Infinite Pvt Ltd is an internet service providers company so I'm working as a
  network support Engineer, I m directly contacted to customer and resolving their issue
  related to connectivity and slowness issue.
- Handling tickets using ticketing Tool maintaining and creating tickets and assign to the
  concern teams.
- Monitoring and troubleshooting the tickets related to the connectivity and
  slowness issue.
- Troubleshooting in router using Taccas through ssh and telnet.
  Checking the AP and CPE parameters like signal strength, speed flex, bandwidth utilization and ping
  Response.
- Checking from both network and customer end.
- Router login through loop back and lanip with the help of Taccas  through ssh.
- Checking RFTR pages login cnmaestro to check the AP,CPE.

### AcademicQualification:

- B.Sc Jasmine Degree College Bidar in the year 2021.
- P.U.C (12th) from Department of Pre-University Education Karnataka in the year 2015.
- SSLC (10th) Islamia Urdu High School from KSEEB Karnataka in the year 2013.

### Personal Profile:
Full Name        :- Md Faisal Ahmed
Date of Birth    : - 5 Oct 1997
Address          : - 6-23 Momin Galli Rajeshwar-585331 Basavakalyan Bidar, Karnataka, India.
Marital Status   : - Single
Nationality      : - Indian

Location: Hyderabad (India)

Signature

**MD Faisal Ahmed**