# SHAIK SHAFIULLA BASHA Cisco Certified Network Associate CCNA - DENGE Consulting Cisco CCNP logo | Cisco ccna, Ccna, Ccna training

# Technical Specialist

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#### Experience Summary

* Experience with Interior and Exterior routing protocols that includes RIP, OSPF, EIGRP, IS-IS and BGP. Worked on Cisco
* Experience on Campus Wireless environments with 1000+ access points, Wireless LAN controllers, Anchor Controllers, Authentication policies, BYOD policies, Integration with RADIUS. Experience with Aruba and Cisco AirOS 5500.8500,2500,3500, WiSM, Mobility Express. Cisco IOS based 9800 Controllers, WiFI6
* Experience Aruba wireless setup and troubleshooting on Mobility Controller 7000 and 7210.7240 and 7280, Access Point Campus and insta.
* Experience with working on latest Cisco NX-OS switches like Nexus 2000, 5000, 6000 and 7000 series switches while implementing advanced features like VDC, VPC, OTV and Fabric Path.
* Experience with working on latest Cisco IOS and IOS-XE routers like 1800, 2611, 2800, 3600, 3845, 3900,4300, 4400, 4500, ASR 1000X, 7206VXR.
* Experience with working on latest Cisco IOS Switches 2900,3500,3750,4500, 6500 series. Cisco IOS-XE models like, 9300,9200, 3650 and 3850. Stack Switches 2960 etc.
* Hands on experience on QOS configuring and troubleshooting both L3 and L2 side.
* Experience with legacy and high-end switching technologies in Campus and Data Center environments. Worked on Cisco, Aruba/HP gear in campus environments. Worked on Cisco, Dell, Cumulus, gear in Data Center environment.
* Experience in F5 LTM and GTM 2000 and 4000 series model. LTM for both internal and External VIPs for dev and production application.
* Experience in F5 GTM for DNS Failover between DataCenters. Configuring
* Experience in Network Security that includes perimeter security for Internet, Extranet, DMZ, Internal Server farms, Web-traffic security with Proxies, Web Application firewalls. Worked and migrated multi-vendor equipment and Next generation firewall technologies, working knowledge on ASA, Firepower, Checkpoint, Palo Alto and Fortinet firewalls.
* Experience in Configuring and troubleshooting Cisco Firepower 2110,4110 and 3140 Threat Defense and
* Experience in Creating Site to Site VPN Tunnel with Vendor and Cloud communication with
* Experience and high-level understanding in application delivery controllers, local and global load balancing techniques, redundancy solutions, high availability options for mission critical internal, vendor and public facing applications.
* Experience on Campus Wireless environments with 1000+ access points, Wireless LAN controllers, Anchor Controllers, Authentication policies, BYOD policies, Integration with RADIUS. Experience with Aruba and Cisco AirOS 2500,3500,5500.8500, WiSM, Mobility Express. Cisco IOS based 9800 Controllers, WiFI6
* Experience Aruba wireless setup and troubleshooting on Mobility Controller 7000 and 7200
* Experience with TACACS/RADIUS severs, migration from ACS and Aruba Clear Pass to ISE. Experience with windows and Infoblox DNS and DHCP servers, IPAM, internal and external grids.
* Experience with WAN connectivity, MPLS circuits, leased Lines, Metro Ethernet, Site to Site IPsec tunnels, ISP circuits, Customer Edge configurations. Experience with SD-WAN solutions that include Viptela and Versa.
* Experience with setting up and troubleshooting SSL VPN solution using Cisco Any Connect, Juniper Pulse Secure, Zero Trust Network Access.
* Knowledge and operational experience with SDN, Cisco ACI, VXLAN, VTEPS, VNI, Bridge Domain, Cloud Vision, EVPN, MP-BGP, Spine and Leaf Architecture.
* Experience with Network Monitoring tools, SNMP, Log collectors, Splunk, ticketing tools and thorough understanding of workflows in corporate environments that include Financial, Healthcare, Retail clients.
* In-depth knowledge and experience on IP Addressing, Subnetting, and VLSM, and ARP, Ping concept, working knowledge on OSI model, TCP/IP, 802.1q. Working experience on Cisco Virtual Office solution.
* Experience in performing system administration for Microsoft Windows 2008 Enterprise Server, Windows 2003 Standard/ Enterprise Server, Windows 2000 Standard/ Advanced Server, Windows98/XP/Vista/7.
* Troubleshoot Data center network issues, Cross connectivity and WAN Backbone issues between Data centers.
* Experience in cloud, wan optimization and application performance, and applications delivery, utilizing Riverbed's and Cisco WAAS complete Applications Performance Infrastructure platform.
* Experience in Azure and AWS configuring and using PaaS offering like WebApp, Azure Database Services, Azure DataLake
* Setup Site to Site Tunnel on Azure for various Vendor for access azure cloud application, APIs
* Analyzed networking data, troubleshooting route/switch issues, load balancing reading wire shocks and helping customer connect and transport data into virtual environment. - Azure
* Assisted various departments in maintaining network security by configuring remote virtual router and switches on Azure cloud
* Also worked **Project Coordinator:** mostly working with team and Project Manager Onboarding Team as per the project requirement. Mentoring, Training the team across the globe, and maintaining knowledge transferring plan**.** Overseeing the task and resource management. Time to time review and feedback for the resources**.** Reporting the project health with business, stakeholders, and senior management**.** Conflict and issue management

#### Trainings and Certifications

* Certified CISCO Network Associate **“CCNA”** (Cisco ID**: CSCO11792189**)
* Certified CCNP Routing
* Certified Implementing **Cisco SD-WAN Solutions** (**CSCO14039668**)
* Aruba Certified Mobility Associate
* Aruba Certified Mobility Professional
* Trained in Palo Alto, Cisco ASA and ISE
* Master Diploma in **Computer Hardware \*(A+, Wintel OS)**
* Trained on F5 load balancer and Cisco ASA at Microland
* Trained on ITIL V3
* Trained in Cyber Security

#### Technical Skills

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| --- | --- |
| Networking Technologies | LAN/WAN Architecture, TCP/IP, VPN, VLAN, VTP, NAT, PAT, STP, RSTP, PVST, MSTP |
| Networking Hardware | Cisco Switches, Cisco Routers, ASA/Pix/Palo Alto/Fortinet firewalls. |
| Routing Protocols | OSPF, EIGRP, RIP, MPLS, IS-IS, BGP, Multicasting |
| Security Technologies | PAP, CHAP, Cisco PIX, Palo Alto, ASA, Fortinet, Checkpoint |
| Network Monitoring | Solar winds, Wireshark, HRping, Whatsupgold, Infoblox |
| Wireless Cisco and Aruba | AirOS Controllers 2500,5500 and 8500 and Cisco IOS 9800 Controller, Mobility Express n Cisco Aironet® 1500, 2800 and 3800 Series 802.11ac Wave 2 Access Points, WIFI6 91XX and 92XX Series  Aruba Mobility Controller 7000 and 7210,7240 and 7280, AP-325 and AP-625 etc, Aruba Bridges. |
| Operating Systems | Windows 7, Vista, XP, 2000, LINUX, Cisco IOS, IOS XR, IOS-XE, NX-OS, Cisco AirOS |
| Routers | 1800, 2611, 2800, 3600, 3845, 3900,4300, 4400, 4500, ASR 1000X, 7206VXR, |
| Load Balancers | F5 Networks (BIG-IP), NetScaler (Citrix) |
| Capacity & performance | Cascade Riverbed (Flow Monitor), WAAS |
| Switches | CISCO 2960,3750,3850, CAT 9300, CAT9400, CAT 9500,4500,6500,6800 Nexus 7k,5k,2k |
| Simulation Tools | GNS3, VMware, OPNET IT GURU, OPNET Modeler, Cadence |
| Firewalls | ASA (5520/5550/5580), Checkpoint, Fortinet firewalls. Palo alto |
| AAA Architecture | TACACS+, RADIUS, Cisco ACS |
| Features & Services | IOS and Features, HSRP, GLBP, VRRP, IPAM IRDP, NAT, SNMP, SYSLOG, NTP, DHCP, CDP, DNS, TFTP and FTP Management, Open Stack, IVR’s, HLD and LLD documents, Dell equal logics |

#### Professional Experience

**Client: Symbotic June 2024 to Present**

**Designation: Senior Network Engineer**

* Working as Senior Network Engineer for Datacenter migration project Unisys to DataBank
* Supporting existing site if any major issue reported
* Configured and troubleshooting Cisco Mobility access points and IOS controllers (9800 Series)
* Design and plan for Wireless Controller 9800 migration, Flex connect access point 910x,3802,
* Monitoring Wireless network for Aruba wireless and switches in Aruba Airwave and Cisco Access Cisco Wireless and Switches in Cisco DNAC
* Remote office working on Meraki Wireless and switches and Firewall for content filtering.
* TACACS Server configuring in Aruba clear pass. ISE Servers.
* Expertise upgrade Cisco Router, switches, Firewalls, Nexus switches(Nexus 9k, legacy Nexus 5K,Nexus 2K , Meraki Switches, Access Points and firewalls
* Maintenance of NTP, PTP and Aruba Clear pass, terminal servers
* Managed DHCP, DNS and IP address thru Infoblox, and Admin for Internet sites access thru Zscaler.
* Deployed and managed Cisco Meraki switches and Cisco Meraki Wireless APs (MR84, MR74 and MR52).
* Configuring and deploying Palo alto firewall. Managing Palo Alto through Panaroma
* Performed all maintenance tasks on the Nexus Switches, ASR Routers, Checkpoint
* Firewalls, F5 Load balancers Infoblox DNS and Cisco ACI.
* Experience working with Cisco FTD 4100 firewalls of different ranges from entry level through management FMC 7.2.7 Platform
* Designed and configured Cisco 9300 and MDS switches, Stacking Cisco Switches.
* Managed and supported Cisco Meraki cloud base solution that provides unified management of mobile

devices and the entire network from a centralized dashboard including WIFI, VPN and SD wan through

the cloud. Performed migrations from

* Worked with Palo Alto firewalls using Panorama servers, performing changes to monitor/block/allow the

traffic on the firewall

* Experience with configuring Virtual Server and Configuring Load balancing methods
* Designing and Deploying dynamically scalable, highly available, fault tolerant.
* Aruba Wireless products like Access Points and Mobility Access Switches
* Configuring Cisco Catalyst Switches for Dot1x support testing the IOS compatibility with ISE
* Configuring Aruba Controllers integrating with Cisco ACS and RADIUS severs for

Dot1x authentication.

* Configured Virtual Servers, Configure Nodes, and configuring the load balancing

Pools and also used to work with configuring load balancing algorithms.

* Performed IOS Software upgrades on switches 6509, 4510, 3750,9300, 9500 and Cisco ASR for compatibility with Cisco ISE
* We got rid of the Aruba access points and deployed the cisco-based access points at all the locations.

**Client: Symbotic Sep 2023 to June 2024**

**Designation: Technical Specialist- Network**

* Working as Senior Network Engineer in design and deploying warehouse in locations
* Design, plan and configuration of network (LAN, WAN and Wireless) in New warehouse setup
* Working closely with onsite team, server team to bring new sites, configuring Silverpeak, Aruba Switches-Core and access switches, VSX between switches and port channel, Aruba Wireless controller and AP association from Day0 configurations.
* Supporting existing site if any major issue reported
* Configured and troubleshooting Aruba Wireless Controllers and client disconnection issues
* Aruba Mobility Master 8.10.x and Mobility Controller 7210, 7240 and 7280, Access Point AP-325, AP625 and AP 52xx
* Monitoring Wireless network for Aruba wireless and switches in Aruba Airwave
* Configuring and troubleshooting Switching and VSX issues.
* TACACS Server configuring in Aruba clear pass. ISE Servers.
* Expertise upgrade Aruba switches, Controller and Silverpeak devices
* Maintenance of NTP, PTP and Aruba Clear pass, terminal servers
* Managed DHCP, DNS and IP address thru Infoblox, and Admin for Internet sites access thru Zscaler.
* Configuring and deploying Palo alto firewall. Managing Palo Alto through Panarom
* Managing Large SD- WAN and Palo Alto network including 50 remote offices
* Worked with Palo Alto firewalls using Panorama servers, performing changes to monitor/block/allow the

traffic on the firewall

* Experience with configuring Virtual Server and Configuring Load balancing methods
* Designing and Deploying dynamically scalable, highly available, fault tolerant.
* Aruba Wireless products like Access Points and Mobility Access Switches
* We got rid of the Aruba access points and deployed the cisco-based access points at all the locations.
* Creating Site to Site Tunnel between Azure and ASA for vendor to access application on Azure cloud
* Experience in cloud, wan optimization and application performance, and applications delivery, utilizing Riverbed's and Cisco WAAS complete Applications Performance Infrastructure platform.
* Experience in Azure and AWS configuring and using PaaS offering like WebApp, Azure Database Services, Azure DataLake
* Implemented key enhancements such as optimizing volumes and EC2 instances as well as creating multiple VPC instance which have increased the overall speed.

**Client: Deloitte, India Oct’2018 to Aug 2023**

**Designation: Technical Specialist- Network**

* Provide Networking support to clients in Wireless technologies both Controller based and Stand-Alone Access Points, which include monitoring, implementation, troubleshooting and support Networking operations and related infrastructure.
* Providing Support in Prime Infrastructure both Physical Devices and Virtual - Upgrading, configuring and troubleshooting
* Hands on Experience on Enterprise routers Cisco ASR 9K and GSR Series
* Exposure on Cisco IOS software version including exposure to IOS-XR
* Installing & upgrading Firmware and OS Cisco XR, ASR & CSR router and Cisco ASA Firewall
* Performed Configuration on ASR 9K Pairs includes HSRP, Bundle Ethernet Config, Assigning DHCP profiles.
* Providing Support in Cisco ASA, ISE and Palo Alto- Configuring and troubleshooting
* Operating Multivendor Platforms like Cisco IOS XR and IOS Platforms, Cisco ASR 9K Series platform Also have experience in NCS 5500 and 5700 series routers.
* Deploying and decommission of VLANs on core ASR 9K, Nexus 9K, 7K, 5K and its downstream devices and also configure 2k, 3k,7k series Routers.
* Created documents for various platforms including Nexus 7k, ASR9k, and ASR1k enabling successful deployment of new devices on the network
* Troubleshooting of Cisco 2800, 2900, 3900, 7200, 7600, ASR9k, CRS Series routers
* Providing support for DNAC, SDA and ACI, related issues
* Perform necessary packet captures in the networks to understand and expedite the issues at earliest.
* Perform Bug Scrub/Vulnerabilities assessment of customer network & provide necessary action plan to fix the risks.
* Investigate the root cause of the problem and share the RCA for the issue.
* Provide telephonic/Email support to clients when required and update the relevant systems as per Dimension Data procedures.
* Perform the necessary hand over procedures in cases where shift work is required.
* Incident communication and notification for high priority incidents (P1 P2).
* Work with all regional teams to provide hardware support in case of hardware failure.
* Troubleshooting VSS and VPC related issue and suggesting configurations.
* IOS upgrade for all Cisco R&S, Wireless, ISE and Aruba Mobility Controller and Master.
* Knowledge of or experience with virtualization and cloud computing technology (VMWare/Citrix)
* Experience building and configuring the network infrastructure to support and secure high-availability solutions
* Experience building and troubleshooting multi-tiered networks using routing, VLANs, etc.
* Plan, design and document SD-WAN architecture
* Configure & orchestrate Viptela SD WAN for remote sites
* Automate the branch with zero touch provisioning
* Configuring security zones & VRFs to control the traffic on SDWAN
* Implementing the Edge HA for all branch locations
* Experience in upgrading the orchestrator & branch sdwan appliances with latest code
* Document and building proposal for accelerating the TCP traffic utilizing SDWAN.
* Experience with SDWAN HA, Edge HA, WCCP and VRRP implementations
* Automating weekly reports bandwidth utilization, tcp optimization and on performance of all SDWAN devices

**Client: Citi Bank and GDC, NY Dec’15 – Sep’18**

**Designation: Senior Network Engineer Location: Bangalore, India**

**Project description: TRG (Technical Resolution Group) and CITI Bank**

TRG (Technical Resolution Group) and supporting client: Woolworths, John Deere, Cargill, NXP, Deloitte and etc.

Technical assistance for multiple clients on multiple technologies on various domains.

**Responsibilities:**

* Primarily tasked with re-design of all Citi bank APAC Branch, Campus and ATM network projects.
* Hands on Configuration experience with Cisco 1841 / 1941 / 3750 / 6500 /7206/ 1004 / 4331 etc series Routers.
* Develop comprehensive project-based Network Designs, Network Diagrams, Migration Plans, and Test Plans.
* Migration / Decommission / Re-homing the Network devices for Branch / Campus / ATM/ B2B and Links.
* CITI architecture like: Branch / Campus / ATM/ B2B (interface with external partners) routers configuration and Implementing.
* Strong understanding of Cisco products routing and switching and hands On Experience on IPSEC / GRE with Crypto key / NAT
* Using the Citrix / NPMS etc applications for managing the Network details and Change ticket raising.
* Effectively communicate with internal Account Executives and potential clients to assess and make solution recommendations.
* Efficiently carry out implementation as per migration plan with specified time limit.
* Proactively capture pre migration logs & perform post migration test.
* Provide Networking support to clients in Wireless technologies both Controllers based and Stand-Alone Access Points, which include monitoring, implementation, troubleshooting and support Networking operations and related infrastructure.
* Providing Support in Prime Infrastructure both Physical Devices and Virtual - Upgrading, configuring and troubleshooting
* Hands on Experience on Enterprise routers Cisco ASR 9K and GSR Series
* Exposure on Cisco IOS software version including exposure to IOS-XR
* Providing Support in Cisco ASA, ISE and Palo Alto- Configuring and troubleshooting
* Providing support for DNAC, SDA and ACI, related issues
* Perform necessary packet captures in the networks to understand and expedite the issues at earliest.
* Perform Bug Scrub/Vulnerabilities assessment of customer network & provide necessary action plan to fix the risks.
* Investigate the root cause of the problem and share the RCA for the issue.
* Provide telephonic/Email support to clients when required and update the relevant systems as per Dimension Data procedures.
* Perform the necessary hand over procedures in cases where shift work is required.
* Incident communication and notification for high priority incidents (P1 P2).
* Work with all regional teams to provide hardware support in case of hardware failure.
* Troubleshooting VSS and VPC related issue and suggesting configurations.
* IOS upgrade for all Cisco R&S, Wireless, ISE and Aruba Mobility Controller and Master.
* Knowledge of or experience with virtualization and cloud computing technology (VMWare/Citrix)
* Experience building and configuring the network infrastructure to support and secure high-availability solutions
* Experience building and troubleshooting multi-tiered networks using routing, VLANs, etc.
* Plan, design and document SD-WAN architecture
* Configure & orchestrate Viptela SD WAN for remote sites
* Automate the branch with zero touch provisioning
* Configuring security zones & VRFs to control the traffic on SDWAN
* Implementing the Edge HA for all branch locations
* Experience in upgrading the orchestrator & branch sdwan appliances with latest code
* Document and building proposal for accelerating the TCP traffic utilizing SDWAN.
* Experience with SDWAN HA, Edge HA, WCCP and VRRP implementations
* Automating weekly reports bandwidth utilization, tcp optimization and on mm the performance of all SDWAN devices

**Project # CITI BANK EOL Network Device Migration**

* Primarily tasked with re-design of all Citi bank APAC Branch, Campus and ATM network projects.
* Hands on Configuration experience with Cisco 1841 / 1941 / 3750 / 6500 /7206/ 1004 / 4331 etc series Routers.
* Develop comprehensive project-based Network Designs, Network Diagrams, Migration Plans, and Test Plans.
* Migration / Decommission / Re-homing the Network devices for Branch / Campus / ATM/ B2B and Links.
* CITI architecture like: Branch / Campus / ATM/ B2B (interface with external partners) routers configuration and Implementing.
* Strong understanding of Cisco products routing and switching and hands On Experience on IPSEC / GRE with Crypto key / NAT
* Using the Citrix / NPMS etc. applications for managing the Network details and Change ticket raising.
* Effectively communicate with internal Account Executives and potential clients to assess and make solution recommendations.
* Efficiently carry out implementation as per migration plan with specified time limit.
* Proactively capture pre migration logs & perform post migration test.

**Client: General Electric (GE) June’12 – Dec’15**

**Designation: Administrator-Network Location: Bangalore, India**

**Project Description: GE Infrastructure Shared Services (ISS)**

Currently the member of the Change management team involved in network Change Scripting and implementing. Prior to this was in Incident management involved in managing the GE global network operations center, which consists of 27000+ devices (routers, switches, Access points) spread across 46 countries. Microland is currently handling the GE network operations which consist of proactive monitoring, troubleshooting and managing the complete Non-Export GE Businesses network spread across the Globe in US, ASPAC and EMEA Regions.

Responsibilities:

* Providing support to GE across the globe in US, EMEA and ASPAC regions.
* Job function is to provide L2 support on System and Network Management consulting and handling issues related to Cisco2800, 3800, 3900, 7200 series Routers and Switches 2900, 3500,3750,4500, 6500 series.
* Configuring and troubleshooting issues related to HP Switches.
* Troubleshooting Routing protocols related issues, consisting of BGP, OSPF and EIGRP in the network.
* Analyzing and troubleshooting the GE backbone network related issues and working on GIR (General Enquiry)/SR (Service Request) based on users requirement.
* Implementing emergency change requests based on the requirements.
* Resolving high priority tickets within the SLA that includes conference calls and chats with customers and various service providers (Ex: - Verizon, British Telecom, Cable and Wireless, AT&T, Sprint, Colt, Global Crossing etc) across the globe and with hardware vendors like Cisco, Telindus, Dimension Data and Orange.
* Maintain 99.99% network availability by proactive monitoring of devices through the tools deployed
* Checking the health of routers and switches and pulling out the bandwidth utilization reports (for a week/specific amount of time) to ensure that link is not choked.

**Highlights:**

* Received Excellence and Appreciation Award
* Successfully achieved multiple milestones in the ISS Network
* Completed the Global Quality Manual & IT Compliance Overview and ISS Data Confidentially from General Electric.

**Client: Commercial Taxes Department, Nov’10 – May’12**

**Designation: Administrator-Network Location: Bangalore, India**

**Project Description*:***Commercial Taxes Department, Govt. of Karnataka, having 130 offices across the state with more then 3000+ users, CTD is connected through Reliance **MPLS-VPN Intranet technology** over OFC, RF, and VSAT

**CTD network is designed on HUB & SPOKE Topology: - HUB** location having higher end Router as Cisco 7200 series Cisco Firewall ASA5550, ASA 5520 Series, IPS 4260 Series and rest across state as **Spoke** locations Cisco 1800 series in a MPLS-VPN technology

Responsibilities:

* Installation, Configuration and Troubleshooting of Cisco Routers and Switches.
* Maintain and Monitor 260 Primary & Secondary links across 130 office locations using “Orphanage” monitoring tool.
* Testing the links, solving Network related issues - like Link down, Packet loss, Fluctuations, and routing issues
* Provide seamless service by ensuring Network connectivity and links are up/running.
* Asset Management of Network Devices
* Generating Daily, Weekly and Monthly Reports for Clients (Used for Billing)
* Worked as Network Support Engineer in Multi-scope Infotech Pvt. Ltd.

**Client: Multi-scope InfoTech Jun'09 to October'10**

**Designation: Network Support Engineer Location: Bangalore, India**

**Project description: ITG Intranet Backbone**

Supporting internal project used by multiple clients as a network engineer.

**Responsibilities:**

* My responsibilities are to look over all network related issues in the site, which includes monitoring the entire network setup using a tool called Network Management Software (NMS).
* Configuring the new devices and installing in the network.
* Coordinate with the ISP (BSNL, TATA) for WAN link failure and to perform loop testing with the help of ISP.
* Coordinate with higher management and technical team for long pending issues.
* Configuring MS outlook based on user’s requirement.
* Performing health checks on all the network devices.
* To enable MAC security based on customers requirement.
* To allocate static ip address based on the requirement of the customers.
* To establish full connectivity between all the work centers without any interruption.

#### Educational Qualifications

**Bachelor of Technology** in **Electronic and Communication Engineering** affiliated to JNTU University, India.

Year of completed 2009