Solutions-focused IT professional with over 12+ years of extensive experience across Network Administration, Network Security, Data Center Operations, and Network Troubleshooting. Proven track record of delivering impactful results through effective communication and a strong commitment to customer excellence. Expert in providing technical support for various technologies, including operating systems, switches, routers, firewalls, load balancers, Office 365, servers, and Active Directory. Adept at prioritizing tasks and resolving issues swiftly to enhance business processes and overall performance, and continually expanding skillset with a keen interest in learning and adapting to new technologies.

**Key Skills**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| * Cisco SD-WAN / Meraki / Zscaler | * Routing & Switching | * VMware / Hyper-V / HCI / vSphere | * Windows Server & Office 365 / Imaging | * Troubleshooting |
| * Ticketing System | * CCNA / CCNP /   PCNSE | * Unifi Wireless / 802.1x | * Semiconductors | * F5 Load Balancer |
| * BGP / OSPF | * LAN / WAN / DHCP | * VPN / SDN / AnyConnect | * Technical Documentation | * Data Center Support |
| * Zabbix / SolarWinds | * FTP / TFTP | * Active Directory / EAP / Group Policies | * TCP/IP | * MySQL & SQL / Coding & Scripting |
| * Vendor Mgt. / Stakeholder Engagement | * VXLAN / VLANs / STP / RTSP / VTP / Trunking | * NAS & SAN Storage | * Apache / Unix / Linux | * CISCO ASA / Palo Alto Firewalls |

# **Experience**

**Senior Network Engineer December 2022 - Present**

**SecureIT Solutions**

* Managing routing protocols for stable and scalable inter-data center connectivity
* Designed HA network solutions for voice, video, and data convergence in current hybrid setups
* Managing device policies including remote troubleshooting, token handling, and OS updates
* Maintaining the records of network configurations, changes, and incidents at the L2 troubleshooting
* Diagnose and resolve complex network issues, address system-generated alerts, and collaborate with tier 3 staff for resolution
* Maintaining BGP and OSPF routing between multi-region data centers to support resilient and dynamic traffic routing
* Managing Palo Alto firewalls centrally using Panorama for consistent policy enforcement and implemented URL filtering to control web access and ensure compliance with security protocols
* Configure F5 Local Traffic Manager and Global Traffic Manager for application delivery and load-balancing
* Configured VPN gateways for secure remote access during enterprise-wide transition to hybrid work
* Managing Office 365 environments, including Exchange Online, OneDrive for Business, and Teams
* Authored L1/L2 troubleshooting SOPs including DNS/DHCP checks, interface counters
* Perform laptop imaging and deployment for new hires, rebuilds, and hardware lifecycle management
* Managing Zscaler cloud security policies for secure internet access and threat protection
* Using SolarWinds for continuous monitoring of system performance, availability, security, and alerts
* Configured Meraki SSIDs and authentication policies across branch and remote sites
* Monitor, prioritize, and categorize incoming tickets in the Rocketchat platform. Assign tickets to the appropriate teams or individuals for resolution
* Continuously enhance tech stack to improve performance and user satisfaction
* Managed Azure Active Directory for identity and access management

**Network Administrator June 2022 – November 2022**

**VEECO Ultratech, San Jose, CA**

* Successfully implemented Cisco technologies, including Nexus switches, Catalyst 9300, ISR 4000 routers, Firepower firewalls, Palo Alto firewalls, and UCS server management
* Designed and deployed structured cabling systems, including Ethernet and fiber optics
* Resolved authentication issues, Active Directory synchronization, and domain controller replication
* Enforced security policies and VLAN configurations via the Meraki Dashboard
* Provided off-hours support for emergency maintenance and planned system upgrades to maintain uptime and service continuity
* Executed firmware upgrades and patch management for network devices
* Configured and managed network protocols and technologies, including TCP/IP, IPv6, OSPF, BGP, ACL, VPN, VLANs, and Wireless LAN, to support project goals
* Partnered with third-party vendors to assess, implement, and improve infrastructure technologies and align with enterprise growth strategies
* Monitored hardware health using iDRAC and Dell OpenManage tools to proactively identify and resolve issues
* Configure IP addresses (local/private) on semiconductor devices integrated with LED interface windows
* Install and manage network-related software on embedded systems used in semiconductor testing setups
* Act as the primary point of contact for Dell technical support, initiating and managing service requests
* Oversaw Azure network configurations and integrations, ensuring seamless connectivity between on-premises systems and cloud infrastructure in past projects
* Oversaw Hyper-V environments, creating and maintaining virtualized systems to support data center operations
* Worked with development and operations teams to onboard projects and manage individual tasks in the AutoSys environment
* Implemented Airwall Tempered Switch to establish secure, segmented networks, and to create isolated environments for sensitive workloads
* Manage Cisco AnyConnect VPN client to provide secure and reliable remote access for end users
* Perform regular firmware and driver updates on Dell PowerEdge servers through iDRAC

**Network Engineer Jan 2022 – May 2022**

**Synergy Bioscience Inc., Dallas, TX**

* Integrated SD-WAN solutions with existing MPLS, VPNs, and other network technologies
* Collaborated with SD-WAN vendors for software upgrades, patch management, and technical support
* Provide technical support to end-users and colleagues regarding Cisco Meraki and network infrastructure
* Developed workflows, reports, and dashboards within Zoho CRM
* Managed Windows and Linux systems, including system configuration, and Firmware updates
* Engaged with vendors for product support and service enhancements
* Recreated an MS Server 2016/2019 Environment using Hyper-V to create a proper DC and file storage solution
* Act promptly during technical emergencies, and implement appropriate corrective actions
* Documented physical and logical network topologies using Visio and updated CMDB with every change deployment
* Managed Unifi wireless routers using Ubiquiti Controller software
* Responsible for vulnerability remediation planning and solution implementation for all the Storage devices, Synology NAS disk stations, and storage management servers in the client location
* Assisted in the configuration and maintenance of network hardware and software
* Configured BGP sessions between enterprise data centers and cloud providers
* Documented recurring L1/L2 incidents and created runbooks for support teams to handle basic network fault isolation
* Diagnosed inter-VLAN routing issues by verifying SVI configurations and routing protocols
* Assisted users with AD authentication and access issues by verifying account status, group memberships, and password policies

**Network Engineer Aug 2018 – Dec 2021**

**Empire Dentistry PLLC, Plano, TX**

* Provides L1/L2 incident and problem management
* Configured Azure Point-to-Point VPNs for secure hybrid connectivity
* Configured dynamic routing protocols, including BGP, OSPF, within SD-WAN environments
* Developed and maintained comprehensive documentation, including network diagrams, configurations, and standard operating procedures
* Created and automated workflows in ServiceNow
* Managed active directory accounts for new and existing end-users, and created group policies
* Configured and deployed stacked switch configurations using stack cables to enhance network scalability and manageability in the data center
* Automated reports in SolarWinds to track bandwidth and system health
* Played a lead role in virtual machine networking with VMware, managing VMware, ESXi, vCenter, and VM configuration and operation
* Led the implementation of new IT systems and infrastructure upgrades
* Recovered and reset passwords on multiple legacy systems using bootable USB tools
* Install and configure iDRAC modules on Dell PowerEdge servers to enable remote management
* Designed network rack layouts using Visio, installing patch panels and cable management trays for organized cabling
* Assigned, configured, and managed static and dynamic IP addresses to servers, storage devices, and networking equipment within the data center
* Assigned switch ports to specific VLANs to ensure proper network segregation and security

**Network Administrator May 2017 – July 2018**

**Liimrasoft Solutions LLC, Plano, TX**

* Monitored backup and recovery procedures
* Created Cronjobs for the timely running activities
* Managed Active Directory and domain services, ensuring secure access and authentication
* Implementation of IP, DNS, DHCP, VLANs, and Policy Maps scripts for LAN infrastructure
* Generated SSL certificates and installed them on the server to secure the environment
* Configured Cisco ASA 5505 firewalls and AnyConnect VPN with MS-CHAP for secure remote access
* Created and configured VLANs on switches to segment network traffic for different departments
* Implemented and troubleshot IPSEC tunnels to ensure encrypted and authenticated VPN communications
* Worked with MPLS networks to resolve label switching issues
* Provided first-line hardware support for laptops, desktops, smartphones, and printers, along with software support for Windows OS, Microsoft Office, and proprietary applications.
* Applied SDLC methodologies across requirements gathering, design, testing, maintenance, and enhancement on diverse technology platforms
* Provided technical support for help desk staff and the IT team, which included troubleshooting complex networking issues
* Designed and supported network integration within virtualized environments for efficient communication between virtual machines and physical networks
* Maintained BGP and OSPF routing between multi-city data centers
* Troubleshoot Layer 2 issues such as port errors and VLAN mismatches on Cisco 3750 series switches

**Technical Support Engineer Feb 2010 - April 2017**

**COMSATS Internet Services**

* Delivered Tier 1 and Tier 2 support, efficiently resolving network, server, desktop, printer, phone, and office equipment issues for 275+ onsite and remote users
* Prioritized and escalated tickets by severity to meet SLAs and resolve critical network issues promptly
* Performed password resets, account unlocks, and permission updates per helpdesk requests
* Utilize network troubleshooting tools and methodologies to identify root causes of connectivity problems, performance degradation, or configuration errors
* Collaborate with cross-functional teams, including network engineers and system administrators, to address complex network issues and ensure timely resolution
* Submitted regular reports to supervisors on hardware inventory and network setup status.
* Deployed Zabbix agents for comprehensive monitoring of servers and applications
* Provide support for Microsoft products, including Windows 10 and Microsoft Office 2019/365
* Assigned IP addresses to network devices, ensuring efficient address allocation and avoiding conflicts
* Handled and closed 3–4 support tickets per day, maintained high user satisfaction
* Mostly diagnosed and resolved TCP/IP connectivity issues using tools like ping, traceroute, and netstat
* Managed port configurations on network devices, controlling access by opening and closing ports as needed
* Resolved IP address conflicts and conducted maintenance to ensure uninterrupted network availability

**Education**

Master's in Information Technology  **2013**

Bachelor in Business Administration (Hons) **2010**

**Certifications**

CCNA – Certified

CCNP – Certified

Palo Alto – Certified

Microsoft Azure AZ 104 – Certified

Dell – Certified

MCSE – In Progress