

Usman Ali

Pakistan Abbottabad

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To obtain a challenging position as a IT and Network Engineer (System and Networks), where I can utilize my technical skills and experience to design, implement, and maintain complex network infrastructures. My goal is to work with a dynamic team of professionals to deliver high-quality, reliable, and secure network solutions that meet the needs of the organization and its clients.

Work Experience

Resident Engineer

COMSATS Internet Services - Abbottabad

October 2021 to Present

- Configure and install various network devices and services (e.g., routers, switches, firewalls, load balancers, VPN, QoS)
- Perform network maintenance and system upgrades including service packs, patches, hot fixes and security configurations
- Monitor performance and ensure system availability and reliability
- Monitor system resource utilization, trending, and capacity planning
- Provide Level 1-2/3 support and troubleshooting to resolve issues
- Work within established configuration and change management policies to ensure awareness, approval and success of changes made to the network infrastructure
- Troubleshoot WAN communication links
- Complaint handling, management and Interaction with end users to provide support regarding the network. Related issues like connectivity with branches, and other equipment on the LAN and Wireless network.
- Maintain branch resilience over dual communication links and network hardware
- Network monitoring and reporting.
- Maintain, monitor, analyze and troubleshoot network equipment.
- Troubleshooting, root cause identification, and problem resolution.
- Report to the Network Administrator, the status of all events as per the escalation procedures.
- Kali Linux
- (installation/configuration Hardware and software)
- ☐ Cacti
- Mikrotik Router
- Cisco Switches
- Ubiquity AP
- Troubleshooting

IT Engineer

Dafiyah Enterprise pvt (Interpretation Center) - Abbottabad - Abbottabad

November 2021 to June 2023

VOIP (Cisco Telephony SPA504G, SPA 502G, Polycom)

Provided technical support to end-users through various channels

Troubleshooting issues with hardware, software, and networking systems.

Installing and configuring computer hardware, operating systems, and applications.

Providing training to end-users: This involves providing training to end-users on how to use new software and hardware systems, and how to troubleshoot common technical issues

Collaborating with other IT team members to resolve complex technical issues.

VoIP phone
Propio
IP cameras
NVR, DVR
Hike vision
Ajhua
Switches
Routers
Biometric
VPN
Window Server 2008 r2
Active directory
VPN
Backup

IT and NETWORK Engineer

HEX TECHNOLOGY - Abbottabad
June 2019 to August 2021

- Providing training to end-users: This involves providing training to end-users on how to use new software and hardware systems, and how to troubleshoot common technical issues.

Routers
Cisco Switches 1960,2950 etc.
VPN
Biometric
Mikrotik Router
Ubiquity AP.

Network support engineer

Nethome -Peshawar Pakistan
January 2017 to December 2017

Managing network
CCNA instructor
DIT instructor

Education

BS in computer science

HAZARA UNIVERSITY - Hazara University Mansehra Pakistan
March 2015 to June 2019

Intermediate in Computer science

Govt high school ouch - Pakistan
March 2013 to March 2015

DIT in Information technology

TBA - Pakistan kpk dir lowers ouch
March 2013 to April 2014

High School in Science

Govt high school ouch - Pakistan

February 2011 to March 2013

Skills

- Routing and Switching Protocols: ,OSPF, BGP, EIGRP, STP, VTP, VLAN • Network protocols: such as TCP/IP, DNS, DHCP, HTTP, FTP, SMTP • VPN Technologies, Kali Linux.
- Network Monitoring Tools: Wire shark • Firewall: PF Sense Firewall, Fortinet, • CCTV: Installation and Configuration • CCTV: Maintenance and Troubleshooting, □ cacti, VOIP Phone Cisco Devices, polycom phone, NVR, DVR, Mikrotik. VM, Hyperv. (5 years)

Languages

- Urdu - Expert
- Pushto - Expert
- English - Fluent
- Hindko - Intermediate

Links

<https://coursera.org/verify/AP6PHKXRZRT7>

<https://coursera.org/verify/NS2JKMW5YKDQ>

<https://coursera.org/verify/MWCGRCTCPG6B>

<https://coursera.org/verify/NS2JKMW5YKDQ>

<https://coursera.org/verify/VK6DLK8PT7B7>

Certifications and Licenses

CCNA Routing & Switching Cisco ID No:CSCO13709182

June 2021 to Present

CCNA Routing & Switching

PF-SENCE FIREWALL

April 2019 to Present

MCSE

April 2020 to Present

Diploma information technology

June 2015 to Present

FORTINET NSE1-NETWORK SECURITY ASSOCIATE

August 2022 to August 2024

FORTINET NSE1-NETWORK SECURITY ASSOCIATE

FORTINET NSE2-NETWORK SECURITY ASSOCIATE

August 2022 to August 2024

The Evolution of Cybersecurity-NSE2-NETWORK SECURITY ASSOCIATE

FORTINET NSE3-NETWORK SECURITY ASSOCIATE

August 2022 to August 2024

FORTINET Product Awareness- NSE3-NETWORK SECURITY ASSOCIATE

Google IT Support Specialist Fundamentals

April 2023 to Present

- <https://coursera.org/verify/NS2JKMW5YKDQ>
- IT support II
- Systems administrator
- Site reliability engineer
- Senior IT support technician
- Advanced IT technician

KPIT Board Internship Program

June 2023 to Present

Networking and IT Support

Pakistan Software Export Board

March 2023 to Present

Networks & IT Support

Foundations of Cyber security

July 2023 to Present

Foundations of Cyber security

<https://coursera.org/verify/MWCGRCTCPG6B>

Connect and Protect: Networks and Network Security

July 2023 to Present

<https://coursera.org/verify/NS2JKMW5YKDQ>

System Administration and IT Infrastructure Services

July 2023 to Present

Introduction to System Administration and IT Infrastructure Services

The Bits and Bytes of Computer Networking

August 2023 to Present

IT Security: Defense against the digital dark arts

October 2023 to Present

IT Security: Defense against the digital dark arts

Projects:

1. Robotics World Company

Deploy all Network Infrastructure and configurations.

2. Top Leads BPO

Deployment of all Networking