

# SYED SHAHID HAMEED SHAH

Network & System Engineer

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Cisco CCIE ID: 55992

Microsoft ID: 332006



A senior, experienced and highly driven Information Technology Professional seeking challenging managerial responsibilities to utilize my knowledge and skills with a technology driven organization of repute.

## CAREER SYNOPSIS

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- ✓ Over 16 years experience of Network, (LAN & WAN) and IT systems Management.
  - ✓ Highly Self-motivated and Goal-oriented, Ability to work as an effective team leader and also as a diligent team member.
  - ✓ Presently associated with **Sohar University Oman**, Sohar, Oman as **Network Security Engineer**.
  - ✓ Previously with **Global Solution, Muscat, Oman**, as **Network Engineer**.
  - ✓ Skilled in Systems & Networks management activities involving analyzing information system needs, evaluating end-user requirements, custom designing solutions, troubleshooting for complex information systems.
  - ✓ Exposure in Systems/Networks Administration under multi-platform environments (Windows Server 2000, 2003 & 2008, 2012, Red hat Linux, Cisco Routers & Switches, Firewalls) including installation and configuration of software and hardware, server administration involving backups and disaster recovery management.
  - ✓ Insightful knowledge in server management, network planning & implementation (LAN, WAN), site commissioning and testing
  - ✓ An effective **communicator with strong team management, analytical and problem-solving skills.**
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## CAREER INSIGHT

Feb 2016 – till date

**Sohar University, Oman**  
**Network Security Engineer**

### Key Responsibilities

- Responsible for managing network operations include: investigating and diagnosing network problems, collecting IT usage stats, making recommendations for improving the company's IT systems and carrying out routine configuration and installation.
- Responsible for rectifying all network performance issues including that arises from Omantel and Ooredoo.
- Configuring IP address, subnet mask and gateway address on routers and hosts
- Configuring UCS Servers for Voice Networks.
- Configuration & Administration Cisco Call Manager, Presence and Unity Manager 9/10.5.
- Configuring ISDN E1 PRI using Cisco Gateway.
- Configuring POTS, VOIP telephony, IP Phones, Gateways, VOIP Protocols H.323 Voice applications
- Configuring Calling Search Spaces, Partitions, Regions, Locations, Route Pattern, Translation Rules, Translation patterns.
- Configuring user features like Speed Dial, Call Park, Call back and Called Pickup.
- Configuring switches Core, Distribution and Access with VLAN's and inter-switch communications.
- Customize a switch configuration to meet specified network requirements.

- Configuration of Cisco/HP L2, L3 Switches.
- Configuration & Administration of Cisco Prime Infrastructure
- Configuration & Administration of Cisco Wireless Controllers 5508 with 270 Cisco Access Points.
- Configuration and administration of Cisco ISE.
- Configuration and administration of Cisco Prime Infrastructure 3.1
- Configuration and administration of Barracuda Load Balancer (ADC) for applications.
- Configuration and administration of Cisco Expressway E & C.
- Configuration and Administration of Cisco CMX.
- Handling 2 Cisco 6505, 4 Cisco 4500, 4 Cisco 3750 and 127 Cisco 2960X switches.
- Administration & Configuration of Fortinet Core and Perimeter Firewall Devices ( 1000C, 1500, 620, FortiWeb & Fortianalyzer)

**Sep 2012 – Jan 2016**

**Global IT Solution LLC , Muscat Oman  
Network/System Engineer**

(Oman Olympic Committee Muscat Oman Project)

### **Key Responsibilities**

- Handle management and technical issues, managing entire IT infrastructure and deployment of current & emerging technologies to maintain and expand technology services
- Installation, configuration and management of Windows 2012 / 2008 R2 Active Directory domain servers
- Installation, configuration and management of Windows 2012 / 2008 R2 File and Print servers.
- Administration and managed Active Directory 2008 (domain controller deployment, Users/Groups/Computer Accounts management, Group Policy management).
- Installation and configuration of Kaspersky/ TrendMicro Antivirus Server.
- Managing Wireless Devices (HP Procure access points)
- Managed security, virus protection and threat protection through Industry standard.
- Installed, configured and troubleshooting of WSUS.
- Installed and configured Acronis/HP Data Protector Backup and Recovery for disaster recovery.
- Configuring exchange server 2013 , create mailboxes, distribution list, add contacts, assign mailbox size, implement journaling, configure connectors.
- Responsible for all network security related issues (network access, node access, firewall setup, Internet access, etc.).
- Responsible for managing network operations include: investigating and diagnosing network problems, collecting IT usage stats, making recommendations for improving the company's IT systems and carrying out routine configuration and installation.
- Responsible for rectifying all network performance issues including that arises from Omantel and Nawras.
- Excellent knowledge on tape drives for backups using windows backup utility, SYMANTEC Backup Exec, HP Backup software's.
- Configuring IP address, subnet mask and gateway address on routers and hosts ○ Configuring MCS Servers for Voice Networks
- Configuring routing protocols(RIP, RIPv2, EIGRP, OSPF[single area and Multiple area ]).
- Configuring Call manager & Cisco Call manager Express ○ Configuring switches Core, Distribution and Access with VLAN's and inter-switch communications.
- Configuring Cisco voice gateways Customize a switch configuration to meet specified network requirements
- Handle Cisco IP Telephony, Configuration in Cisco Unified Configuration Manager 8.6\9.0 & Cisco Gateways Cisco 2900.
- Providing Support to all users of Oman Olympic Committee employees (Printers, Fax, Scanner, Windows, Ms Office, Audio System etc ).

**Key Responsibilities**

- Plan, organize, direct, control and evaluate the operations of information systems.
- Develop and implement policies and procedures for electronic data processing and computer systems operations and development.
- Managing, administrating and maintaining the group of Windows Server 2000/2003/2008 high availability servers (Domain Server, Backup Domain Server, Exchange Server 2007, Exchange Server 2007 failover, Oracle Server, Linux Server for ERP Database and Application Server, Antivirus Server, ISA Server, File Server ensuring uptime, applications & operating system patches, maintenance releases, applying appropriate security policies, Group Policy Objects (GPO), and performing backup and recovery duties. Maintain user's log.
- Managing Catalyst 2950 & 3550 switches, Cisco 2801 routers, Cisco ASA 5520 Firewall, Baracudda Anti Spam.
  
- Installing, configuring and maintaining all related Cisco devices (switches, edge switches, routers, firewalls, modems, UTM, Frame Relay
- Overseeing routine preventive maintenance on hardware and software. Conducting technology orientation and exit briefing for all staff; preparing technology and systems for new and exiting staff.
- Managing network operations to include: troubleshooting connectivity problems; installing & maintaining routers; adding/terminating users; assigning rights and access; resetting passwords; establishing e-mail addresses; assessing and reporting operational status; performing backups and restores; etc. Performs routine preventive maintenance on hardware and software.
- Ensuring technology documents/certificates such as product registrations, SSL certificates, maintenance agreements, service contracts, etc. related to technology operations and/or technology services are evaluated, updated and processed.
- Managing Security, Virus protection and threat protection through Industry standard (Symantec Antivirus, McAfee Antivirus 8.0 & 8.5 and TREND Micro, Kaspersky Enterprise 6.0 for Servers and Workstations)
- Managing and looking after the branches' IT teams (Three Factories and All Projects sites) connectivity with head office through Cisco VPN Client and as well as through Etisalat IP VPN.
- Arranging for the installation and configuration of Computers, Printers, Photocopiers, Fax Machine, Plotters, Scanners, Communication (Telephone, Fax, Internet) and LAN for New project/ site.
- Conducting backup operations of File Server, Exchange Server, Linux Server ERP Application & Database using ARC serve Backup, Acronis True Image Echo Enterprise Server, Microsoft NTBACKUP & Symantec Exec 12.5d software's on Dell & HP Backup library & Network Backup Hard Disk.
- Installing, supporting and backing up of Oracle 8i and Oracle 11i
- Performing weekly and monthly scheduled maintenance of all systems to ensure "uptime" of workstations, servers, routers, switches, firewalls, and related infrastructure operating systems and applications as needed (ie: User Management, Backup, Anti-Virus, Email, etc.)
- Installing, configuring and troubleshooting of WSUS.
- Installing, managing and looking after the branches connectivity with head office.
- Managing and overseeing the update of company Website: **www.almgroup.ae**.
- Maintaining statutory compliance related to IT infrastructure, in software licensing and copyrights.
- Coordinating with software vendors, testing, upgrading and configuration of new software patches. Ensuring changes are in accordance with appropriate operating procedures.

**March 2002 to November 2007**

**MaxOnline Internet Service Provider Peshawar Pakistan as  
Network/System Administrator**

- Responsible for deploying Linux Redhat 9 Enterprise servers, Microsoft Windows 2000 & 2003 servers.
- Configuration, installation and administration of Cisco switches and routers. Involvement in administering network and related activities. ○ Responsible for Virus and backup solutions to provide uninterrupted services to the customers ○ Provided Technical Support for End Users.
- Managed all IT support duties such as LAN configuration and end users requirements & checking the Windows updates. ○ Installation, Configuration and Management of LAN & WAN of the customers ( Government and Non Government Sectors). ○ Installation, modifications and repair support for LAN/WAN including day to day monitoring of network links for smooth operation.
- Managed IT Helpdesk system and supervised team of 3 Assistant System Administrator who provide comprehensive system support, configuration, maintenance for Dialup users
- Implementing effective user's satisfaction strategies by identifying and eliminating the root causes of user problems.
- Provided technical and operational training for Assistant System Administrator, handling escalation processes and mentoring other support professionals while working via phone, email, and chat.

**ACADEMIA**

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**Master in Computer Sciences** from NWFP Agricultural University Peshawar in 2002

**Bachelor of Computer Science** from Army Public Degree College Peshawar in 1999

**F.Sc (Pre-Engineering)** from Govt. Post Graduate College Kohat

**S.S.C (Science)** from Govt. Comprehensive High School Kohat

**INTERNATIONAL CERTIFICATIONS**

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CCIE ( Collaboration )	Certified CCIE ID: 55992
CCIE ( Security 5.0)	Certified CCIE ID: 55992
CCIE ( Routing Switching)	Written Passed.
CCNA and CCNP ( RS and Voice )	Certified
Fortinet Network Security Expert (NSE) 4.0	Certified
MCITP	Certified
MCSE 2012	Certified
VMWare VCP Certified ( 6.0 )	Certified

**Personal Information**

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Date of Birth : 8<sup>th</sup> April , 1978  
Marital Status : Married  
Passport # : FR5149313  
Nationality : Pakistani  
Visa Status : Employment (Oman) & UAE (Visit)  
Driving License : Valid UAE & Oman Driving License