***Muhammad Siddique***

*Cisco Certified Network Associate (R&S V.3)*

*Cisco ID: CSCO13057670*

I am Hard-working Network Engineer, skilled at overseeing complex company networks with a focus on efficiency and performance optimization. Detail-oriented and proactive with strong troubleshooting training communication and analytical abilities.

**Personal Details**

NRIC- S7981308G (Singapore)

NICOP 354011-803519-3 (Pakistan)

HP-96710003

[iata2010uftaa@gmail.com](mailto:iata2010uftaa@gmail.com)

**Education**

Bachelor of Business Administration

University Of Punjab - Lahore /Pakistan

Business Studies/Administration

CGPA 3.5/4 Year: Sep 1999 -Sep 2002

\*\* Diploma in Hospitality Management (2006) Singapore ITE

\*\* Diploma in Travel and tourism (2009) TMIS Singapore

\*\* Diploma in computer Networking (ALISON) Distance learning (2017)

**Highlights**

Cisco routers and switches, TCP/IP protocols, Windows systems problem solving, LAN and WAN, Wireless networking, Mobile devices, Project management, Strong planning skills. Windows Server administration, installation, and configuration, VMware 6.5 installation, configuration and support. Cisco Wireless controller and Aironet access point support, installation and configuration.

**Area of expertise**

* Develop and administer disaster recovery plans.
* Install wide range of network equipment.
* Keep network infrastructure up-to-date and secured.
* Identify and recommend needed and optimal infrastructure improvements.
* Troubleshoot various network issues affect solutions and collaborate with staff and outside vendors to resolve complex problems.
* Configured and installed routers switches and wireless controllers.
* Maintained all network documentation for hardware configuration and licensing.

**Technical Experience**

\*\*Working at Sunway-Digital as network engineer since March 2018\*\*

**STARHUB PTE LTD (16 Tai Seng Street. #02-00 Singapore 534138)**

Senior Technical Support Analyst. From (June 2012 to March 2018)

I was handling complete set of IPTV and (cable/Fiber) Broadband sales and support. I was providing support to consumer on residential gateway and Optical network terminal (ONT) LAN issues to home networks and SOHO networks. End user support on data point and wireless coverage issue of D-Link, Asus, Linksys, Google Mash Wi-Fi etc..

***SINGTEL LTD (15, HILL STREET, TELEPHONE HOUSE COMPLEX S179352)***

*Customer support Engineer, Internet Support and Sales (Feb 2011 to June 2012)*

*TV Over ADSL, Digital TV Technical Support, ADSL Broadband Technical Support*

*Installation support and service. Provide daily support to users of various computer systems including answering questions, analysing problems, and quickly forming solutions to return systems to proper operation. Diagnosing and solving hardware or software faults.*

***Total Technical Experience***

*8 years*

***Certifications and Achievements***

* *Cisco Certified Network Associate CCNA v.3*
* *Gigamon GigaPro Associate Certification*
* *The Open University Network security Certificate*
* *The Open University Computer and computer system*
* *Microsoft Virtual Academy Networking Fundamentals: Academic Edition*
* *Network security associate Fortinet-NSE-1&2*
* *Saylor.org Academy -CS402: Computer Communications and Networks*
* *DeVry University Maintaining Cyber Security*
* *Certificate of Accreditation (ACE)PAN-OS 8.1(Palo Alto Networks)*
* ***Certificate of Continuing Education Completion from Cybrary***

1. *Cybrary CCNA*
2. *Cybrary-Cloud+*
3. *Cybrary-Network+*
4. *Cybrary-Security+*
5. *Cybrary-MCSA*
6. *Cybrary-ITIL*

* ***Cybrary Micro Certifications***

1. *Network Fundamentals*
2. *TCP/IP*
3. *Manage a Network Infrastructure*
4. *End User: Network Security*
5. *Troubleshoot Critical Systems*
6. *OPEN SYSTEMS INTERCONNECTION MODEL (OSI MODEL)*
7. *Network Devices*
8. *Communication and Network Security*

*\*\* CCNP R&S in progress \*\**

*\*\* Consecutive Best Technical Support analyst award of the Years (2015 & 2016) \*\**

***Projects and assignment***

***Professional Testing Services Singapore (Lead Tech-Refresh Project)***

*Deployment of Cisco WLC 5508 Wireless LAN Controller with 16 Cisco Aironet AIR-AP1832I access points. Successful configuration of multiple VLANs including Guest SSID and co-operate user access with web authentication. Deploy Cisco Catalyst 3850, 3750,3560,3650,2960 Series Switches as access and Core for Local area networking. Wireless coverage test, preparation of Design and project handover documentation.*

***Sunway Digital (ServHome Internal Project)***

*Deployment of 2 x DELL S3124-48 Port LAN Switches for office and laid 20 M RJ45 cable for connection between two offices.*

***Diebold Nixdorf Singapore***

*Assistant lead of the project for migration of over 500 systems, including cloning, upgrading to WIN-10. Upgrading software and backup systems. Deploy over 500 VOIP phones. Deployment including installation rack, mount @ upgrade IOS and configure VLANs.*

***Booking.com Project***

*Installation of AIO (all in one systems) migration of system and VOIP including laptops, Desktop, servers, re-installation and configuration of VOIP & systems.*

***Tai Sang Bank Limited***

*Preventive maintains, including checking devices health and physical condition of Cisco ISR, Cisco L2 switches and Cisco UCS Servers. Check racks and power supply UPS etc.. Create report and submit to project manager and SDM (service delivery manager)*

***Thomson Medical Centre Singapore***

*Aruba wireless deployment including 2 x Aruba 7205 controller as cluster and Aruba MM-VA Mobility Master V8.2. Deploy Aruba AP-303 & Aruba AP-345.*

*Configuration VRRP Redundancy and multiple SSIDs for guest and employees.*

***Fairmont Singapore Hotel***

*Installation and configuration of IPTV with Google Chromcast together with Acentic is a global leader in hotel TV and hospitality technology. Installation and configuration of Acentic Contents server and EPG integration. Update TV firmware and Configure Google Chromcast for 0ver 350 rooms.*

*End of Resume*