

Areas of Expertise

Cisco Routers



Cisco Switches



HP iLO



Packet Analysis



TeraDek



RHEL HA



HP Left Hand Storage



VMware



Remote Access

Streaming Media (HELIX, WOWZA, Stream FE)



Broadcasting (Digital Rapids, Tandberg, Polycom)



Linux



Dreamweaver



Operator Experience



JAHANZEB MAQSOOD KHAN

Network & Integration Engineer

Now looking for a new and challenging position, one which will make best use of my existing skills and experience and further my development.

Work Experience

Vocalcom MEA FZ LLC, UAE, Service Delivery & Support Expert (Aug 2016 till Present)

Scope Designing & Definition.

Root-to-Top Approach and adaptiveness as per client environment.

Software, Hardware, Network & Human Resource requirement acquisition.

Analysis of client's existing infrastructure, current requirements, keeping scope for future requests and providing solutions accordingly.

Provide POC (if required) and Implementation Phases.

Monitoring & Documentation of all Implementation/Integration phases.

Project Progress Chart and Resource Allocation.

Maximizes use of hardware and software by training users; interpreting instructions; answering questions.

R&D for future technology Adaptiveness.

Troubleshooting.

Analyzing call logs to spot trends and underlying issues.

An excellent problem solver with strong analytical skills

Updating self-help documents so customers/employees can try to fix problems themselves.

Evaluates system potential by testing compatibility of new programs with existing programs.

Evaluates expansions or enhancements by studying workload and capacity of computer system.

Places software into production by loading software into computer; entering necessary commands.

Contributes to team effort by accomplishing related results as needed.

Provides answers to clients by identifying problems; researching answers; guiding client through corrective steps.

Take ownership of customer issues reported and see problems through to resolution.

Follow standard procedures for proper escalation of unresolved issues to the appropriate internal teams.

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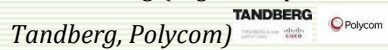


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Major Projects

- Dubai – SmartSeha – Contact Center Platform

Environment: Cloud architecture with Database Implementation with SQL.

Details: Contact Center Implementation for 6 agents

Role: Solution Designer & Implementation

- Abu Dhabi – Danat Al Emarat – CR

Environment: Multi Channel architecture with CRM integration.

Details: CR included new IVR and CRM integration with Agent Scripts.

Role: Solution Designer & Implementation.

- Abu Dhabi – Global Medical Solutions

Environment: Multi Channel architecture with CRM integration.

Details: Complete architecture Audit, Health-check.

Role: Audit the existing client infrastructure, do a complete health-check, provide a Summary Report.

- UAE – American Center

Environment: Inbound/Outbound with CRM integration.

Details: CR for IVR.

Role: Prepare and implement new IVR changes according to customer request.

- Dubai – AXA Insurance Global

Environment: HA Multichannel with CRM integration.

Details: Assist in V4 to V5 Migration.

Role: Go Live assistance.

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Qtelmedia Communications FZ LLC NOC Engineer March 2012 – August 2016

Responsibility: We have multiple Datacenters across regional boundaries to be taken care of remotely and personally. Apart from the causal Data center Management we have daily routine tasks and SLAs to be attended. Multiple clients include Du Telecom (Dubai), Maxis (Malaysia), Digi (Malaysia), Celcom (Malaysia), etc. To attend to their Day-to-Day requirements and queries and provide best and fastest support possible in fields like Networking, VAS Support, Customer Support, Tech Support, Escalated Management queries, etc.

The technical skills for the above mentioned responsibilities are taken well care of with the support of skills in Linux, Networking, Multi-Platform OS Support, Broadcasting and Streaming expertise, Client Support & Satisfaction through GOOD communication skills, Keenness in learning new things and adapting to tough situations.

JD:

- IP based Networks/Systems Solution Architect & Integrations with focus on Infrastructure design and implementation.
- Network Architect for IaaS, PaaS & SaaS based managed services.
- Design & Deployment of Data Networks for Large Enterprises & Telco's using advance Network optimizations with High Availability.
- BCP/DR capable Data Networks standards.
- Enterprise/Telecom Network Security Solutions, Information Security Governance & Risk Management.

Responsibility:

• Datacenter Management .Integration & Troubleshooting with multiple clients which include **Du Telecom** (Dubai), **Maxis** (Malaysia), **DiGi** (Malaysia), **Celcom** (Malaysia), **Zain** (Kuwait), **Wataniya** (Kuwait) **Telenor** (Pakistan) **Mobilink** (Pakistan), **Ooredoo** (Qatar).

• Attend to their technical requirements and queries and provide best and fastest support possible in all fields like Networking, VAS Support, Customer Support, Tech Support, Escalated Management queries, CR's etc.

• The technical skills for the above mentioned responsibilities are taken well care of with the support of skills in Linux, Networking, Multi-Platform OS Support, Broadcasting and Streaming expertise,

SharePoint 


F5 Big IP 


Juniper 


Personal Communication Skills

Customer Support Skills

Professional

CCNA 

CCNP 

OSAP 

OFCT 

PMP (cont) 

RHCE (cont) 

Personal Skills

Technical Documentation Skills

Personal Communication Skills

Customer Support Skills

Client Support & Satisfaction through GOOD communication skills, Keeness in learning new things and adapting to tough situations.

Professional Achievements:

- Expert in building Video Streaming Networks (Mobile TV/IPTV & OTT Platforms)
- Good knowledge in Virtualizations, CDN & Clouds based Network Infrastructure
- Skills in Cloud Integrations & Multiplatform based Solution.
- Architect (Microsoft, Red Hat, Cisco Systems, Junipers, Big IP F5, HP and IBM)
- Managed Services ICT Solutions & Technical Research & Product Development

University of Hail, Saudi Arabia (2008-2012)

NETWORK ENGINEER **May 2009 – February 2012**

Responsibility:

- Responsible for assisting 15 Campuses having total 25000 Nodes along with my Network team.
- Creating PR (Purchase recognition) , RFP(Request For Proposal) of **New Projects** and **Inspection** of Projects.
- **Design ,Configure ,Troubleshoot , Monitor Data Center** and **Disaster Recovery Data Center , 400 Switches ,20 Routers, 4 Cisco ASA Firewalls (2 ASA 5580 External and 2 ASA 5550 Internal Firewalls), 2 Cisco Secure ACS 1121 Series, Cisco Routers and Switches Included 2 Core C 6509E , 3 C 6506 E, Catalyst 3750 ,3550, 3560 ,2960 ,Juniper STRM ,Switches , and Cisco 3845 series, MWR 2900 ,2811 ,2600 Series Routers.**
- **Monitoring of** all devices using **PRTG, What's Up Gold** and **Cisco Network Assistance Software.**

Duties:

- Investigating, diagnosing and resolve all network problems.
- Maintaining pre-packaged software applications on the LAN.
- Upgrading and repairing faults on CIS systems, networks & peripheral equipment.

Routing Protocols

Rip, RipV2, OSPF, EIGRP, BGP,

MPLS (L3 VPN)

Switching

**VTP, Trunking, 802.1X, SPAN,
RSPAN, VLAN, Inter- VLAN
Routing**

Monitoring Softwares

**Cacti, MRTG, PRTG,
WhatsupGold, Cisco**

**Network Assistant & Event
Viewer**

Security Products

**ASA 5540, 5550, 5580 IPS 4215,
ACS 2811**

• Cisco & HP switch configuration in particular VLAN configuration and troubleshooting.

• Working with multiple technical platforms i.e. mainframe, two-tiered client-servers and three-tiered client-servers.

TRG (Telenor) 2007 – 2008 NICL Building, Shara-e Faisal

Customer Support Executive

I worked as a support executive. Responsibilities include services to provide solutions to our clients.

- CSR responsibilities with complete product information to guide the customers for their problem resolution.
- Floor Manager responsibilities to assist and help all floor agents during a shift.

KEY SKILLS AND COMPETENCIES

- Good understanding of static routing, routing protocols, ACL, Monitoring software.
- Hands on knowledge and experience in Streaming & Broadcasting.
- Have a good technical network background.
- Working knowledge of major networking components & hardware components.
- Knowledge of ITIL incident, problem & change management.
- Ability of explaining technical issues clearly to non-technical staff.
- Patience & Drive force to handle people working under.
- Experience of performance measurement, capacity and tuning issues.
- Thorough understanding of Windows, LINUX or NT.
- Able and willing to work flexible hours when necessary.
- Extensive knowledge of Microsoft based operating systems, including Windows Server 2008, 2012, 7 and Windows Vista.

ACADEMIC QUALIFICATIONS

Masters in English Language Karachi University (Cont.)

BS (IT) PIMSAT Karachi 2003-2008

Intermediate (HSC) Govt.Colege Delhi Karachi 2001-2003

Personal Details

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DOB: 19/01/1983

***Driving License: Yes (Saudi Arab,
UAE and Pakistan)***

Nationality: Pakistani

Metric (SSC) Saudi Arabian International School Al-Hassa Saudi Arab 2000

REFERENCES –

Mohammed Razziq <https://ae.linkedin.com/in/mraziq>

Hani Ghaith <https://ae.linkedin.com/in/hanighaith>

Faraz Arshad <https://ae.linkedin.com/in/faraz-arshad-b5058713>