C.V

Personal Information:

Name:	Sami Muhammad Sarfaraz
Date of Birth:	16–2–1989
Age:	34 Year
Marital Status:	Single
Nationality:	Pakistan
Languages:	Bilingual (Arabic & English)
Place of Birth:	Kuwait
Gender:	Male
Mobile No:	90024040
Permanent Address:	Salmiya
E-mail:	Network-Engineer@outlook.com
R. Article Number:	18 Transferable
Smoker:	No
Functional Area:	Information Technology
Experience Years:	13 Year
Major:	B.Sc. in Information & Communication Technologies (ICT).

Educational Qualifications and Certifications:

- Al-Najat High School, Kuwait, Graduated in 2007.
- B.Sc. in Arab Open University(AOU)-(2009-2014):-
  - ✓ B.Sc. in Information, Computing & Communication Technologies (ICT).
- Diploma in Newhorizons Institute-(2008-2009):-
  - ✓ Diploma in Microsoft Certified Systems Engineer (MCSE).
- Finished Study in High Studies Institute-(2008):-
  - ✓ Windows XP, Photoshop and Data Entry Course.
- Finished Study in America-Mideast Educational and Training Services, Inc. (AMIDEAST)-(2009):-
  - ✓ English Level 1 & Level 2 and Passed TOEFL iBT Exam.
- E-Learning Certificate in Wireless Technology-Newhorizons Institute (2009):-
  - ✓ Troubleshooting Wireless Networks Course.
- E-Learning Certificate in Wireless Technology-Newhorizons Institute (2009):-
  - ✓ 802.11 Regulations, Standards, and Devices Course.
- E-Learning Certificate in Network Services-Newhorizons Institute (2009):-
  - ✓ LAN-WAN Integration Course
- Australian College of Kuwait (ACK)-(2010):-
  - ✓ Call Center Customer Service Course.

- International Computer Driving Licence (ICDL)-(2009):-
  - ✓ Passed all exams of Microsoft Office.
- Windows XP Client Configuration-(MCP)-(2010):-
  - ✓ Passed Exam: (70-270)
- Windows Vista Client Configuration-(MCTS)-(2009):-
  - ✓ Passed Exam: (70-620)
- Windows 7 Client Configuration-(MCTS)-(2010):-
  - ✓ Passed Exam: (70-680)
- Microsoft Certified Systems Administrator-(MCSA)-(2010):-
  - ✓ Passed Exam: (70-290, 70-291)
- Microsoft Certified Systems Engineer-(MCSE)-(2010):-
  - ✓ Passed Exam: (70-293, 70-294, 70-298, 70-350)
- Windows Server 2008 Active Directory, Configuration-(MCTS)-(2010):-
  - ✓ Passed Exam: (70-640)
- Windows Server 2008 Network Infrastructure, Configuration-(MCTS)-(2010):-
  - ✓ Passed Exam: (70-642)
- Windows Server 2008 Applications Infrastructure, Configuration-(MCTS)-(2010):-
  - ✓ Passed Exam: (70-643)
- Windows Server 2008 Solutions Associate(MCSA)-(2012):-
  - ✓ Passed Exams (70-640-70-642)
- Enterprise Administrator, Microsoft Certified IT Professional-(MCITP)-(2010):-
  - ✓ Passed Exam: (70-647)
- Cisco Certified Network Associate(CCNA) Routing & Switching-(2011):-
  - ✓ Passed Exam: (640-802, 200-125)
- Cisco Certified Network Associate Wireless(CCNAW) Implementing Cisco Unified Wireless Networking Essentials-(2011):-
  - ✓ Passed Exam: (640-721)
- Cisco Certified Network Associate Voice(CCNAV) Cisco Voice and Unified Communications Administration-(2013):-
  - ✓ Passed Exam: (640-461)
- Cisco Certified Network Associate Security(CCNAS) Implementing Cisco Network Security-(2016):-
  - ✓ Passed Exam: (210-260)
- Programming in HTML5 with JavaScript and CSS3(2013):-
  - ✓ Passed Exam: (70-480)
- ITIL Foundation Certificate in IT Service Management(2015):-
  - ✓ Passed Exam: (EX0-001)
- Windows Server 2012 Solutions Associate(MCSA)-(2015):-
  - ✓ Passed Exam: (70-417)
- Microsoft Certified Solutions Expert-Desktop Infrastructure(MCSE)-(2015):-
  - ✓ Passed Exams: (70-415, 70-416)
- Microsoft Certified Solutions Associate- (MCSA Windows 10)-(2018):

- ✓ Passed Exams: (70-697, 70-698)
- ▪ Microsoft Certified Solutions Expert – Mobility (MCSE Mobility)-(2018):
  - ✓ Passed Exams: (70-398)
- ▪ The Computing Technology Industry Association (CompTIA A+)-(2018):
  - ✓ Passed Exams: (220-901, 220-902)
- ▪ Fortinet Network Security Expert (NSE 4)-(2021):
  - ✓ Passed Exam: (Fortinet NSE 4)
- ▪ Cisco Certified Network Professional (CCNP Enterprise)-(2021):
  - ✓ Passed Exams:
    - 350-401 Implementing and Operating Cisco Enterprise Network Core Technologies.
    - ▪ 300-410 -Implementing Cisco Enterprise Advanced Routing and Services.
- ▪ Cisco Introduction to Cybersecurity-(2022):
  - ✓ Passed and completed exam, quizzes and assignments.
- ▪ Cisco Cybersecurity Essentials-(2022):
  - ✓ Passed and completed exam, quizzes and assignments.
- ▪ Cisco Cyber Threat Management-(2023):
  - ✓ Passed and completed exam, quizzes and assignments.
- ▪ Cisco Cyber Network Defense-(2023):
  - ✓ Passed and completed exam, quizzes and assignments.

Work Experience:

- ▪ **IT Support -** (May/2022 – till now)
  Al-xxxx Real Estate:
  - Incident management using ManageEngine ServiceDesk Plus support.
  - Administration of ManageEngine Endpoint Central including: Windows update Deployment/Patch Management, Software Deployment, Server/Desktop management, Advanced Remote Control, Inventory and Reports.
  - Implementation and configuration of SNMP Server/Manager (ManageEngine OpManager) including: setup server, add/remove nodes, configure network nodes with SNMPV3/WMI, alerts, reporting, sensors, template and etc.
  - Implementation and configuration of network port security (Cisco switch port security configuration + assign interface description for each user).
  - Design LAN/WAN architecture using Visio application.
  - Administration of LAN/WAN/WLAN networks and troubleshooting connectivity related issues for services: Internet, Data, VOIP (E1/SIP Trunk), in coordination with ISP Core/NOC engineer.
  - Administration of Cisco products (Cisco Core Router/Switch, Edge Switch, WAN switch and Cisco WLC/AP).
  - Administration of Microsoft products (Microsoft Active Directory, GPMC, Azure, Office 365, Exchange admin, and SharePoint/One Drive).
  - Administration of VMware, FortiGate Firewall, Qualys Vulnerability Management tool (VMDR), and Blackpoint SNAP-Defense portal (MDR).

- Mitigate network attacks and vulnerabilities: Scan network ports, apply ACL, disable/upgrade legacy protocols, apply security patches, port security, and review logs.
- Familiarize users to newly implemented security measures and how to avoid phishing scams.
- Preparation of network infrastructure documentation including: Network maps, nodes, servers list, IP/Subnets list, VOIP/PSTN Lines, hardware/software installation procedures.
- Lead internal IT projects and coordinate with vendors to accomplish the project.
- Low voltage system: (CCTV Camera, Door/Turnstile access control, Biostar access control system).
- Write a new IT policy and procedure according to current environment and security variables.
- Provide technical support and assist to users and tenants on-site, via email, phone or remote-access system.
- Attend weekly meeting with management.

- **Senior B2B Support Agent (NOC) -** (May/2019 – May/2022)
  Fast Telecommunication Company (FASTtelco):
  - Manage corporate user's incident using AdventNet ServiceDesk Plus/Siebel and BMC Remedy ITSM Software.
  - Provide technical advice and guidance for 1st level support team.
  - Identify, isolate, and resolve connectivity related issues on various services; Data (MPLS), Internet (ADSL, Fiber Optics, GPON, 4G/5G, WiMax and Microwave), Voice (E1, SIP Trunk, Centrex) and on various network topologies (Special Projects; Malls and Commercial Complexes) on Cisco core/edge switches(C2960) and provider edge Cisco routers(ASR9010/ASR1002/7609-S/2801 Series).
  - Configure, Identify and resolve IP routing protocols issues (BGP, RIP, OSPF, EIGRP and Static routing).
  - Configuration of cooperate user hardware: Cisco, 3com and HP router & switch using SecureCRT client with required configurations (Routing Protocols, GRE Tunnel, HSRP/GLBP, NAT, VLAN, DHCP, DNS, Encapsulation, MTU, ACL and Port security).
  - Troubleshoot and diagnose voice service-related issues on various PBX systems: (CUCM), XonTel, Yeaster and IP and cisco voice gateway.
  - Provide support for FortiGate Firewall with setup process: establishing and enforcing policies and monitoring.
  - Troubleshoot WLAN/LAN connectivity issues and give appropriate solutions.
  - Setup a wireless network (Wi-Fi) on various access points brands (Linksys, D-link, Netgear), and resolve wireless related issues.
  - Monitor backbone links, network equipment, international circuits using various tools (MRTG tool, Cacti Tool), keep track of system alerts/events using (SolarWinds

Orion platform) and take necessary action to ensure that all systems are under good working condition.

- Analyze network traffic and protect network from DDoS attack/Cyber threats using Arbor Networks SP platform.
- Manage user account and resolve session related issues using RADIUS Server.
- Provide support to the field technicians, field engineers, and residential support team by giving appropriate resolution to network related issues.
- Provide remote support using AnyDesk/Teamviewer tool.
- Research technical issues and discuss possible resolutions with senior engineers.
- Research and provide detailed reports to the NOC director with regards to network performance, service availability, outages, and major issues.
- Participate in monthly management meetings to discuss goals, progress, and any issues in need of resolution.
- Training of recently hired staff technically and introduce them with company policy and procedures.

- **I.T Field Engineer** - (Oct/2015 – Apr/2019)
  Kuwait Petroleum Corporation(KPC) – Diyar Outsourcing Project:
  - Provide technical assistance to KPC staff and premium support to VIP clients (Oil Minister office, CEO office, MD, DMD and Managers).
  - Troubleshoot Oracle ERP system related issues and give proper solution.
  - Manage user's incident using BMC FootPrints/BMC Remedy ITSM Software.
  - Meet SLA requirements and adhere to company policy and procedures.
  - Troubleshoot and resolve hardware, software, network, and peripheral problems.
  - Leading the team to achieve an assigned task with preparing reports and proposals in precise details for the assigned task, thus escalating those reports to the IT director.
  - Prepare and upload technical documentation for assigned task to company portal website.
  - Prepare training labs with peripherals for students with required hardware/software.
  - Support operating systems (Windows 7, 8.1, 10).
  - Install and configure the peripherals (Printers, Scanner, Projector, Mounting Kit) components and drivers.
  - Software installation, updating, and troubleshooting.
  - Files backup, restore and transfer mechanisms.
  - Install/Format users PC's (Laptop-Desktop) and configure RAID.
  - Kiosk machine hardware, software, and network support.
  - Scan user machines of virus and protecting machines using different tools.
  - Administration and configuration of windows deployment services (WDS) on server 2012, deploying windows 8.1 and 10 after capturing/preparing images with required softwares and drivers.
  - Manage user accounts in active directory in Windows Server 2012.

- Create shared folders in Windows Server 2012 and give users appropriate permissions.
- Analyze and diagnose user problems remotely using Remote desktop or remote assist tool.
- Identify and troubleshoot a TCP/IP related networking problems using different tools (ipconfig, ping, tracert, netstat).
- Troubleshoot, identify, categorize and respond to network (LAN, WLAN, WAN) issues.
- Domain support, assist users to connect to KPC Wi-Fi network on different devices (Tables, SmartPhone, and Laptop) and provide a solution to any problems related to Wi-Fi connectivity.
- Training of recently hired staff technically and introduce them with company policy and procedures.
- KNPC Project: Install and upgrade user systems (Desktop, Laptop, Microsoft Service Pro, Printer and Scanner).

- **Retail Backbone Support Level 2 - (2012 – Aug/2015)**
  Zajil/KEMS Telecom Company:
  - Managing and resolving users incident using Remedy IT Service Management Software.
  - Activation of ADSL/SDSL/SHDSL services by configuring backbone(VLAN, Username/Password, Static/Dynamic IP Address, Virtual Circuit, Connection type, Modulation and speed) using different DSLAMs(Cisco 6260, Zhone NP, Zhone MALC, and Zhone MXK).
  - Troubleshoot connectivity issues related to residential complexes using Cisco Edge/Core switch.
  - Activation of GPON service (ONT/OLT activation, speed, vlans, uplink/downlink) using Zhone MX-160/260 DSLAM.
  - Activation of VDSL Service using Zhone MX-160/260 MDU ONU DSLAM.
  - Configuration of Backbone VOIP customers (VLAN, DID, Username/Password).
  - Configuration of customer router (Cisco, D-Link, Buffalo, Zhone) for Internet and VOIP services.
  - Troubleshooting network related issues using Cisco Router 7200, 7300, 7400, 7500, RedBack SE1200 BRAS Router, and DSLAM (Cisco 6260, Zhone NP, Zhone MALC, Zhone MXK).
  - Provide technical assistance to field engineering team and technical support agents on various services and give them appropriate solution to any issue related to LAN/WAN connectivity issues (Signal Attenuation, disconnection, slowness, and delay/high Latency issues).
  - Managing field engineering/technician team daily work process by assigning them tasks on a daily basis and create reports on work process and send these reports to the department manager.
  - Creating new user account and managing user's account using a RADIUS Server.

- Testing and giving solution to new purchased equipments (Modem and Router).
- Monitoring network performance and traffic load using MRTG Tool, Ping and Traceroute.

- **Technical Support Agent Level 1(Retail Call Center) -** (Dec/2009 – 2011)
  Zajil/KEMS Telecom Company:
  - Provide assistance to GPON, ADSL, Bonded-ADSL, Long Reach-ADSL, and Dial-up users.
  - Trouble shooting LAN/WAN connectivity issues: TCP/IP, DNS, Line attenuation, and expedite resolution. Diagnose user's link issues: link status, attenuation, attainable, port/slot status, and speed configuration using telnet session to DSLAM (CISCO, MALC, MXK, Paradyne).
  - Checking users account session status in RADIUS server.
  - Configuration of client's equipment Modem/ Router (GPON/ ADSL /Dial-up).
  - Diagnose network issues using command prompt (Ping, Tracert, nslookup, and etc...).
  - Diagnose and repair Wireless/Wired LAN issues (Laptops & Desktops) and provide full assistance of windows operating systems.
  - Configuration of client's Outlook mail service.
  - Training of recently hired staff.

- **Administrative Assistant -** (Sept/2008 – Dec/2009)
  Al-Joman Center for Economic Consultancy:
  - Maintain computer and manual filing systems.
  - Maintain contact lists.
  - Provide general support to visitors.
  - Provide information by answering questions and requests.
  - Reply to email, telephone, or face to face inquiries.
  - Record and prepare minutes of meetings.
  - Generate reports.
  - Oversee and supervise the work of junior staff.

Skills:

- Knowledge of office 365, and Windows server.
- Excellent in administration of Cisco and Microsoft products.
- Excellent in administration and troubleshooting of LAN/WAN/WLAN.
- Excellent in troubleshooting.
- Knowledge of network and cyber security: protection and countermeasures.
- Documentation & reporting.
- Teamwork.
- Management.
- And other skills not mentioned here.