

Mohammed Ehtisham Uz Zama

About Me



6.5 years' experience



April 28, 1994



Vaniyambadi, Tamil Nadu



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Network Engineer (Technical support)

Network Engineer with an experience of 3.5 years in troubleshooting, installation & supporting network products such as (switches, routers, server, Firewall, wireless controller, Active directory etc.)

Merchandiser with an experience of 3 years in customer relationship management and skilled at order management and orders forecasting, production planning, ERP designing & up-gradation and supply chain management.

Education

B.E, Computer Science Engineering

Priyadarshini Engineering College (Anna University)
Vaniyambadi, Tamil Nadu

Graduated, Engineering 2016

Marks 5.8 CGPA

SSLC & HSLC

Khaderia higher secondary school
State Board
Vaniyambadi, Tamil Nadu

Graduated, SSLC 2010

Marks 71%

Graduated, HSLC 2012

Marks 70%

Work Experience

CIPL [Corporate Infotech private limited]– Network Engineer

02-Feb-2023 – Currently working (1 year)

Network Engineer troubleshooting & maintaining the network devices of data center architecture with server, Router, Firewall, switches and access points to manage the network connectivity

- Handling experience of cisco catalyst 3850, 4500 switches & Checkpoint firewalls
- Handling network monitoring tools such as cisco prime infra, cisco ISE, SolarWinds, Wireshark etc.
- Monitoring operational activity of network & troubleshooting the network issues
- Maintaining the network is up & running without any issues
- Checking the network activities using network tools & prevent the attacks
- Installation & upgradation of switches, routers, firewalls, access points etc.
- Hands on experience server manager also performing administration part using active directory.
- OEM Support regarding opening case with vendors resolving the issues against the ticket.
- Maintaining SLA report based on issues, tickets resolved on timely manner.
- Good understanding of OSI layers, TCP/IP, DNS, DHCP, VLAN, VPN, VTP, etc...
- Good understanding of routing protocols BGP, OSPF, HSRP, VRRP, MPLS etc...

CSS Corp – Network Engineer

27-Oct-2020 – 01-feb-2023 (2.5 years)

Technical support Engineer for customer & product support resolving query related to the issues & troubleshoot devices over Telephonic calls & email also through remote support.

- Troubleshooting & diagnosing L1/L2 issues from client and providing satisfactory resolution.
- On call case documentation in CRM as per the support provided to customer
- Educating customer on technical specification of product purchase while pre-requisite.

Kenmore Pvt Ltd – Merchandiser

July-2017 – Oct-2020 (3 years)

Merchandiser includes customer relationship management with client over order management from initial to final stage of execution up to shipment process. **US/UK Client: Frye, Next, Barker, Charles Tyrwhitt**

- Customer relationship management – Interacting with client on behalf of operational management
- Order processing, Order execution, order testing, order shipment, order payment getting done.



Skill

- Incident management & Resolving tickets (service desk, solar winds etc)
- OEM support opening case with support team (Cisco, DELL EMC, Commvault, checkpoint firewall etc)
- Proficient in international call handling resolving customer queries
- Hands on experience in CLI & GUI of switches & routers (CCNA completed)
- Proficient in networking products installation & troubleshooting Hands on experience in ERP & CRM updates



Personal Details

Father name	:	Shakeel Ahmed C
DOB	:	28 th April 1994
Permanent Address	:	50/A 3 rd Cross Yepa Nagar Newtown, Vaniyambadi. Tirupattur(DT, Tamilnadu - 635752
Language Known	:	Urdu, Tamil, English, Hindi.
Notice period	:	1 month
Expected CTC	:	10 LPA
Hobbies	:	Reading, cooking ,cycling ,Travelling .

Declaration

I hereby declare that all the above-furnished details are correct up to my knowledge and I bear the responsibilities for the correctness of the above particulars

Ehtisham zama

Vaniyambadi , Tamilnadu