**RESUME**

**Syed Mazher Shah**

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Network Engineer with 7+ years of experience in network design, escalation support, network administration and systems administration. Skilled in delivering technical support, managing network operations and maintaining enterprise-wide area networks

**Professional Experience**

**Altran- Part of Capgemini, Hyderabad, Telangana**  
Network Engineer, May 2019 – Present

* Manage the design, installation and management of organization-wide local area network, wide area network, network segment and internet system
* Optimize network performance and reliability by maintaining hardware and software, analysing technical issues and ensuring availability to system users
* Implement effective security measures to protect data, software and hardware
* Deliver Tier 1 and Tier 2 network ticketing support to resolve all issues for 500+ users
* Execute the maintenance window changes for multiple locations, performing troubleshooting of routing and switching issues
* Setup Simple Network Management Protocol to manage the devices remotely over the internet

**Tata Teleservices Ltd., Hyderabad, Telangana**  
Network Engineer, June 2014 – April 2019

* Applied routing changes including BGP, OSPF, RIP and EIGRP for improved network performance
* Maintained seamless connectivity for all Multi-Protocol Label Switching links across the network
* Designed, configured and troubleshot enterprise WAN and LAN infrastructure for global clients
* Effectively resolved networking issues like packet drops, high latency and slow response
* Pro-actively analysed and implemented measures to maintain high uptime of the enterprise networks

**Education**

**Jawaharlal Nehru Technological University, Hyderabad, Telangana**  
Bachelor of Electronics & Communication Engineering, May 2013

**Certificates:**  Cisco Certified Network Associate (CCNA)

**Technical Skills**

Network Technologies: Cisco Routers, Switches, Ethernet, Fast Ethernet, WAN, LAN, TCP/IP, RIP, OSPF, EIGRP, BGP, MPLS, STP, VTP, SNMP, VPN, AWS Solutions Architect Associate, Cloud Associate