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**OBJECTIVE**

Hardworking and enthusiastic level 2 Network Support Engineer with excellent skills in Aruba IT Infrastructure and proven track record of meeting key performance targets.

**PROFILE SUMMARY**

Network Support Engineer (CCNA):

* Primary technical assistance and troubleshooting on IT platforms.
* Setting up, configuration and organization of Aruba Wireless Technology IT infrastructure including switches, Controllers, Access Points and Network protocols

**Products Handled**

* Switches: Aruba 2930, 2530,2520,2540,2530M,3810 and HP Comware Switches 1950, 1920, 1850 and 1820
* Wireless:, Aruba Controllers 7005 and Access Points (Aruba 275 & 315)
* Monitoring tools : Airwave, Aruba Central, Clear Pass and Aruba Activate
* Wireless monitoring: Aruba Airwave, Aruba Central.
* Ticketing Tools: Salesforce and Microsoft CRM.

**PROFESSIONAL EXPERIENCE**

**1. Hewlett-Packard Enterprise - L2 Network Support Engineer**

(Payroll – Team Lease Digital pvt ltd)

Project – AT&T (USA McDonalds and The Home Depot)

Bangalore, India, December 2018 – January, 2020.

* Manage connection, configuration, and organization of Aruba equipment in IT architecture of organization
* Configure IT LAN/WAN features
* Responsible for maintaining and monitoring performance of network
* Provide first-level technical support; assisting users who have network problems
* Perform high level troubleshooting, diagnostics for networking problems
* Provide support services for password recovery for network devices using system configuration registry
* Deliver support for Remote Access VPN and troubleshooting when necessary
* Support and provide solutions for network failures, making recommendations for possible fixes
* Construct protocols for port-security to prevent any unauthorized access to the network
* Coordinate with team members to reduce technical complication and collaborate on projects.
* Consistently met deadlines and requirements for all production work orders.
* Handle Premium Client Network Architecture- McDonalds and The Home Depot
* Guide DAY 1 installation and migration of new Aruba network sites
* Support Day 2 activities of existing Aruba network sites. Manage and Monitor Lan and Wan Issues across all AT&T (McDonalds sites, HP/Aruba switches, Wireless controllers.
* Work with third party vendors (DSRs, cradle point and company Helpdesk) and ISPs for quick issue resolution. Act as a technical liaison between IT, QA, and Development for all network related issues
* Assisted clients with configuration and help with break fix of network related issues.
* Worked in stacking, STP, Inter-Vlan routing, distributed trunking, LACP, firmware upgrade, wireless clients, splash page etc.
* Worked with Wireless Aruba AP’s(RAP 275,RAP 325 and RAP 315) and Aruba 7005 Wireless LAN Controllers.

**2. Hewlett-Packard Inc - Technical Support Engineer**

(Payroll – Fidelis Corp)

Project – HP Inc USA & Canada Commercial Support)

Bangalore, India, September 2017 – November 2018.

• Address user tickets regarding hardware and software.

• Walk customers through installing applications and computer peripherals.

• Ask targeted questions to diagnose problems.

• Guide users with simple, step-by-step instructions.

• Conduct remote troubleshooting.

• Test alternative pathways until the issue is resolved Customize desktop applications to meet user needs.

• Record technical issues and solutions in logs.

• Direct unresolved issues to the next level of support personnel.

• Follow up with clients to ensure their systems are functional.

• Report customer feedback and potential product requests and help.

• Create technical documentation and manuals.

• Creates solutions to customer problems.

• Provide sound recommendations to their queries. Provides resolution the first time.

**MAJOR ACHIEVEMENTS**

* Compiled all the system documents and wrote a company guideline on common network problems, their solutions and likelihood of occurrence
* Received an Award for the best Performer of the Quarter.

**EDUCATION**

* Bachelor’s degree in Computer Application (BCA) IEC University, Himachal Pradesh, India – 2018.
* CCNA Cisco certification - December 2019.