



## CAREER SUMMARY:

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Dedicated and motivated IT professional with extensive experience in network engineering and system support. Proven ability in monitoring, troubleshooting, and implementing software solutions. Hands-on experience in managing IT operations and coordinating with teams to ensure seamless production and store management. Seeking to leverage my technical skills and practical experience to contribute effectively to a dynamic IT support team.

## WORK EXPERIENCE:

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### SYSTEM SUPPORT

AIRIN ABAYA

2023 MAY - 2024 JUL

- Implemented software solutions across branch stores and production units.
- Managed store operations and production processes.
- Collaborated with teams to ensure efficient workflow and problem resolution.
- Provide assistance to end-users experiencing technical issues with hardware, software, and network systems. This includes troubleshooting, diagnosing, and resolving problems.
- Regularly update and maintain system software, including operating systems and application software, to ensure optimal performance and security.

### LEAD ENGINEER

HCL TECH

2022 DEC - 2023 MAR

- Monitored and troubleshooted network devices including Cisco routers, switches, and firewalls.
- Handled routing protocols such as RIP, EIGRP, and OSPF.
- Configured and managed various LAN security measures and VPNs.
- Responded to tickets and resolved network issues efficiently.

### STORE KEEPER

PRIMETECH GROUP OF COMPANIES

2018-2021

- Managed inventory and stock levels of MDF doorskin, plywood, and related products.
- Maintained accurate records of inventory transactions and stock levels using computerized systems

### SALES EXECUTIVE

PICK AND SPEAK W.L.L (Bahrain)

2017-2018

- Responsible for promoting and selling mobile phone accessories to customers.

### SALES EXECUTIVE

IDEA CELLULAR LTD.

2016-2017

- Actively listen to and engage customers, using appropriate selling skills to match the customer's needs
- Drive small and medium enterprise business in the assigned territory
- Greets customers and assist them as required to maintain the highest level of customer service
- Effectively share product knowledge with our customers
- Manage customer relationships and escalations
- Organize and execute demonstration activities
- Assists in the overall operations of the store

## TECHNICAL SKILLS:

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- Routing RIP, EIGRP, OSPF, BGP (Basic Knowledge)
- Switching VLAN, VTP, STP, Ether channel (PAGP, LACP).
- L2 Security Port Security, DHCP Snooping, BPDU guard, BPDU Filter, Root Guard, DAI.
- DHCP DORA Process, DHCP Relay Agent.
- Redundancy HSRP, VRRP, GLBP
- ACL Standard, Extended, Named, Time Based.
- NAT Static NAT, Dynamic NAT, PAT, Static PAT, NAT Exemption.
- VPN Site to Site VPN, DMVPN, GET VPN, GRE Over IPsec VPN, SSL Any Connect.
- MPF Class Map, Policy Map, Service Policy.
- ASA NAT Manual NAT, Auto NAT, Identity NAT, NAT Exemption.
- ASA Failover Active - Standby, Active - Active.
- ASA Modes Single mode, Multi-Mode with Context, Transparent Firewall.
- PaloAlto Basic knowledge
- Fortinet Fortigate 7.4 Operator
- Hardware Support Desktop/laptop setup and maintenance, printer and peripheral support, hardware diagnostics and repairs
- Remote Support: Remote desktop tools (e.g., TeamViewer, Remote Desktop), supporting remote users and troubleshooting remotely
- Customer Service: Strong communication skills, issue resolution, and ticketing systems

## EDUCATIONAL QUALIFICATION:

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- Diploma in Electrical engineering : 2013-2016
- Higher Secondary - Kerala State board : 2012
- SSLC - Kerala State board : 2010

## TRAINING COMPLETED:

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- Fortinet Certified Associate in Cybersecurity (FCA Certified)
- Cisco Certified Network Associate (CCNA- Routing & Switching).
- Cisco Certified Network Professional (CCNP - Security)

## PERSONAL INFORMATION:

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- D.O.B : 05/07/1994
- Gender : Male
- Nationality: Indian
- Languages : English , Malayalam , Hindi
- Address : Ulfath Mahal , Kulam Bazar , Muzhappilangad , Kannur , Kerala , India

## DECLARATION:

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I hereby declare that the information furnished above is true to the best of my knowledge and belief.

**Muzhappilangad**

**ULFATH U M**