C.V

Personal Information:

Name:	Sami Muhammad Sarfaraz
Date of Birth:	16–2–1989
Age:	36 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
LinkedIn:	**https://www.linkedin.com/in/SamiM1989**
Experience Years:	15 Year
Major:	B.Sc. in Information & Communication Technologies (ICT).

Educational Qualifications and Certifications:

1. Al-Najat High School, Kuwait, Graduated in **2007**.
2. Arab Open University (AOU), Kuwait, Graduated in **2014**:
   - B.Sc. in Information, Computing & Communication Technologies (ICT).
3. New Horizons Institute, Kuwait, Graduated in **2009**:
   - Diploma in Microsoft Certified Systems Engineer (MCSE).
4. Completed Study in High Studies Institute-(2008):
   - Windows XP, Photoshop and Data Entry Course.
5. E-Learning Certificate in Wireless Technology- New Horizons Institute (2009):
   - Troubleshooting Wireless Networks Course.
6. E-Learning Certificate in Wireless Technology- New Horizons Institute (2009):
   - 802.11 Regulations, Standards, and Devices Course.
7. E-Learning Certificate in Network Services- New Horizons Institute (2009):
   - LAN-WAN Integration Course
8. Australian College of Kuwait (ACK)-(2010):
   - Call Center Customer Service Course.
9. International Computer Driving Licence (ICDL)-(2009):
   - Passed all exams of Microsoft Office.
10. Windows XP Client Configuration (MCP)-(2010):
    - Passed Exam: (70-270)

11. Windows Vista Client Configuration (MCTS)-(2009):
    - Passed Exam: (70-620)
12. Windows 7 Client Configuration (MCTS)-(2010):
    - Passed Exam: (70-680)
13. Microsoft Certified Systems Administrator (MCSA)-(2010):
    - Passed Exam: (70-290, 70-291)
14. Microsoft Certified Systems Engineer (MCSE)-(2010):
    - Passed Exam: (70-293, 70-294, 70-298, 70-350)
15. Windows Server 2008 Active Directory, Configuration (MCTS)-(2010):
    - Passed Exam: (70-640)
16. Windows Server 2008 Network Infrastructure, Configuration (MCTS)-(2010):
    - Passed Exam: (70-642)
17. Windows Server 2008 Applications Infrastructure, Configuration (MCTS)-(2010):
    - Passed Exam: (70-643)
18. Windows Server 2008 Solutions Associate (MCSA)-(2012):
    - Passed Exams (70-640-70-642)
19. Enterprise Administrator, Microsoft Certified IT Professional (MCITP)-(2010):
    - Passed Exam: (70-647)
20. Cisco Certified Network Associate (CCNA) Routing & Switching-(2011):
    - Passed Exam: (640-802, 200-125)
21. Cisco Certified Network Associate Wireless (CCNAW) Implementing Cisco Unified Wireless Networking Essentials-(2011):
    - Passed Exam: (640-721)
22. Cisco Certified Network Associate Voice (CCNAV) Cisco Voice and Unified Communications Administration-(2013):
    - Passed Exam: (640-461)
23. Cisco Certified Network Associate Security (CCNAS) Implementing Cisco Network Security-(2016):
    - Passed Exam: (210-260)
24. Programming in HTML5 with JavaScript and CSS3(2013):
    - Passed Exam: (70-480)
25. ITIL Foundation Certificate in IT Service Management (2015):
    - Passed Exam: (EX0-001)
26. Windows Server 2012 Solutions Associate (MCSA)-(2015):
    - Passed Exam: (70-417)
27. Microsoft Certified Solutions Expert-Desktop Infrastructure (MCSE)-(2015):
    - Passed Exams: (70-415, 70-416)
28. Microsoft Certified Solutions Associate (MCSA Windows 10)-(2018):
    - Passed Exams: (70-697, 70-698)
29. Microsoft Certified Solutions Expert – Mobility (MCSE Mobility)-(2018):
    - Passed Exams: (70-398)
30. The Computing Technology Industry Association (CompTIA A+)-(2018):
    - Passed Exams: (220-901, 220-902)

31. Fortinet Network Security Expert (NSE 4)-(2021):
   - Passed Exam: (Fortinet NSE 4)
32. Cisco Certified Network Professional (CCNP Enterprise)-(2021):
   - Passed Exam:(350-401) Implementing and Operating Cisco Enterprise Network Core Technologies.
   - Passed Exam:(300-410) Implementing Cisco Enterprise Advanced Routing and Services.
33. Cisco Introduction to Cybersecurity-(2022):
   - Passed and completed exam, quizzes and assignments.
34. Cisco Cybersecurity Essentials-(2022):
   - Passed and completed exam, quizzes and assignments.
35. Cisco Cyber Threat Management-(2023):
   - Passed and completed exam, quizzes and assignments.
36. Cisco Cyber Network Defense-(2023):
   - Passed and completed exam, quizzes and assignments.
37. Qualys Certified Specialist - VMDR Administration-(2023):
   - Passed and completed quizzes and exam.
38. Qualys Certified Specialist - VMDR Foundation-(2023):
   - Passed and completed quizzes and exam.
39. Qualys Certified Specialist - Vulnerability Management Detection and Response-(2023):
   - Passed and completed quizzes and exam.
40. Qualys Certified Specialist - CyberSecurity Asset Management (CSAM)-(2023):
   - Passed and completed quizzes and exam.
41. Qualys Certified Specialist - Scanning Strategies and Best Practices-(2023):
   - Passed and completed quizzes and exam.
42. Qualys Certified Specialist - Reporting Strategies and Best Practices-(2023):
   - Passed and completed quizzes and exam.
43. Qualys Certified Specialist - Patch Management-(2023):
   - Passed and completed quizzes and exam.
44. Qualys Certified Specialist - Endpoint Detection and Response (EDR)-Foundation-(2023):
   - Passed and completed quizzes and exam.
45. Qualys Certified Specialist - Endpoint Detection and Response (EDR)-(2023):
   - Passed and completed quizzes and exam.
46. Qualys Certified Specialist - Cloud Agent-(2023):
   - Passed and completed quizzes and exam.
47. Nutanix Certified Associate (NCA)-(2024):
   - Passed Exam: (NCA v6.5).
48. ISO/IEC 27001:2022. Information Security Management System(Udemy)-(2005)
   - certificate of completion

Work Experience:

- **IT Support** –-(DEC/2024 – till now)
  Confidential – [Private Sector]:
  - Manage user incident with ITSM Freshservice.
  - Administration of LAN environment (Huawei switches).
  - Administration of WAN environment in coordination with ISP.
  - Update network diagrams.
  - User endpoint protection and update deployment using Malwarebytes Nebula EDR.
  - Troubleshoot end user related issue and give proper solution.

- **IT Support and Infrastructure Specialist**-(DEC/2023 – DEC /2024)
  Arab Fund for Economic & Social Development – [Diplomatic Organization]:
  - Administration of LAN/WAN environment (HPE Aruba core and edge switches).
  - Administration of WLAN environment (HPE Aruba wireless controller).
  - Monitor network alerts and management of nodes using HPE IMC (SNMP manager).
  - Administration of Office 365 Products.
  - Administration of Microsoft Hyper-V (VM creation and management).
  - Administration of Nutanix HCI (VM creation and management, replication, monitoring, alerts and etc.).
  - Infrastructure security, threat and vulnerability management (FortiGate Firewall, Bitdefender Gravityzone/Sophos EDR, ACL, Port security, ARP/DHCP snooping, Access control, ManageEngine Log360(Unified SIEM & SOAR tool)).
  - Administration of ManageEngine Endpoint Central, ManageEngine AD Manager Plus, and ManageEngine ADAudit Plus.
  - Administration of Synology NAS.
  - Administration and troubleshooting Avaya IP telephony system.
  - Implementation and configuration ManageEngine ServiceDesk Plus (Demo).
  - Perform regular upgrade to nodes, servers, PCs and applications.
  - Prepare technical documentation.
  - Prepare meeting and conference rooms for VIP and VVIP visitors.
  - Provide technical support and guidance to end users and IT staff on network-related issues and requests.
  - Attend meetings with management.

- **IT officer- Infrastructure Support-** (May/2022 – OCT/2023)
  Al-Imtiaz International Real Estate – [Private Sector]:
  - 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 SNMP Server/Manager (ManageEngine OpManager) including: setup server, add/remove nodes, configure network nodes with SNMPV3/WMI, alerts, reporting, sensors, template and etc.
- Setup SAML Single Sign On (SSO) with Azure AD.
- Manage and enhance network/endpoints security via (FortiGate Firewall, Qualys Vulnerability Management Detection & Response (VMDR), port security, ACL, disable/upgrade legacy protocols, and review logs).
- Maintain clear and concise documentation of the entire IT infrastructure, including hardware inventory, LAN/WAN network diagrams (Visio app), and configuration detail.
- Administration LAN/WAN and WLAN devices with troubleshooting connectivity related issues for services: Internet, Data, VOIP (E1/SIP Trunk), in coordination with ISP Core/NOC engineer.
- Administration Cisco products (Cisco Core Router/Switch, Edge Switch, WAN switch and Cisco WLC/AP).
- Administration Microsoft products (Microsoft Active Directory, GPMC, Azure, Office 365, Exchange admin, SharePoint and One Drive).
- Manage and optimize the on-prem VMware environment, including virtual machines, hosts, storage and backup.
- Provide technical support to users and tenants on-site, via email, phone or remotely.
- Work collaboratively with contractors to ensure proper installation of cabling infrastructure (LAN, WAN, wireless) to support both company and tenant environments.
- Low voltage system: (CCTV Camera, Door/Turnstile access control, Biostar access control system).
- Attend Monthly meeting with management.

- **Senior B2B Support Agent (NOC) -** (May/2019 – May/2022)
  Fast Telecommunication Company (FASTtelco) – [Private Sector]:
  - 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 over various services; Data (MPLS), Internet (ADSL, Fiber Optics, GPON, 4G/5G, WiMax and Microwave), Voice (E1, SIP Trunk, Centrex).
  - Troubleshoot special projects (Malls and Commercial Complexes) incidents and work on different network designs.
  - Configure, Identify and resolve IP routing protocols issues (BGP, EIGRP, RIP, and Static routing).
  - Configuration of cooperate user equipment's: 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, Routing, SSL/S2S VPN, Security profiles, monitoring and etc.
- 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 – [Government Sector]:
  - 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 – [Private Sector]:
  - 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 – [Private Sector]:
  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 – [Private Sector]:
  - 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:

- Compliant with international standards: ITIL service management, ISO 27001 and NIST.

- Knowledge of office 365 products, and windows server.
- Excellent knowledge in administration Cisco and Microsoft products.
- Excellent in administration and troubleshooting LAN/WAN/WLAN.
- Excellent in troubleshooting.
- Knowledge of network and cyber security: protection and countermeasures.
- Management skills: Coaching and mentoring employees, teamwork, communication skills, sharing skills, knowledge skills, planning, problem solving, negotiating, documentation & reporting.
- And other skills not mentioned here.