M A N S O O R   Q A Z I

E: mansoor_qazi@yahoo.co.uk | M: 0044-7574262201 | UNITED KINGDOM

P R O F E S S I O N A L   S U M M A R Y

Highly skilled CCNP & CompTIA Security+ certified professional. Experienced in supporting Cisco SD-WAN solution implementation and alert monitoring. Proven expertise in IT projects, network infrastructure design, implementation & troubleshooting. Worked on over 10 digital transformation projects involving 10K+ users. Hands-on experience with Cisco networking devices. Self-motivated with a proven track record of achievement. I possess the skills, qualities, and knowledge to not only excel within this position but also to help your company achieve its objectives. Eager to leverage my experience & enthusiasm in a challenging role to propel my career forward as a Network Engineer.

T E C H N I C A L   S K I L L S   &   K N O W L E D G E

- **SD-WAN:** vManage, Paragon/VTA, LOSS, Live NX, Zabbix, Elastic
- **Routers:** 2921 & 4321 series
- **Switches:** MS125, MS225, MS350, MS425 series.
- **WAN:** BGP, MPLS, OSPF, DMVPN
- **LAN:** IP, Routing, Multi-Layer Switching, TCP/IP
- **Switching:** VLAN, STP, VTP
- **IP Services:** DNS, DHCP, VRRP, NAT, IPV6
- **Encryption:** VPN, IPSec
- **Operating Systems:** MS-Windows, Linux, Cisco iOS
- **IT Support Experience:** 500+ users
- **Infrastructure Experience:** 10K+ user's infrastructure upgrade

W O R K   E X P E R I E N C E

2ⁿᵈ Line WAN Engineer   Aug 2024 – Present

Fujitsu UK | Solihull, UK

Currently working in the SD-WAN shift team to provide 24/7 monitoring & support for FCDO & British Council sites across the globe as well as UK police sites.

- Able to extract relevant information from SSDs for configuring vManage device templates for Onboarding, Phase 2 & 3.
- Adding sites to policies, configuring Z-Scaler and services on LOSS.
- Understanding of TLOCs, QoS & Packet shaping.
- Raising incidents on SCSM & SNow.
- Juniper, Veeam & vManage database Backups.
- Elastic Monitoring - creating cases for security alerts.
- Paragon -Virtual Test Agent.
- vSphere - tracking usage and updating servers.
- Carrying out Health Checks to test site connectivity and uptime.

PROJECT IMPLEMENTATION ENGINEER   Sep 2022 – Mar 2024

Our Learning Cloud Ltd | Birmingham, UK

Currently working in the migration projects team to provide cloud powered Edtech solutions to 3-19 education providers. I have been involved in the full life cycle of 12 projects involving over 10K+ users to migrate schools to the cloud using Microsoft Azure.

- Assisted in the design and implementation of the new network infrastructure.
- Installed, configured & troubleshooting of Cisco Meraki & Aruba switches & access points.
- Responsible for the migrations of over 20 school DHCP servers to Cisco core switches.
- Managing devices, users, applications and resolving tickets on service desk using Microsoft Intune, Active Directory & 365 admin centre.
- Provide 2nd line support to troubleshoot and resolve IT & networking issues during go live week and follow-on remote & on-site support.

CLOUD ENGINEER   Aug 2021 – Feb 2022

BDR Voice & Data Ltd | Stratford-Upon-Avon, UK

- Responsible for the end-to-end provisioning, configuration, and deployment of the 8x8 VOIP cloud hosted platform for medium to large customers.
- Carried out product demos online and face to face tailored to prospective customer's requirements. Completed 8x8 University training courses to become a product expert.
- Trained over 100 end-users remotely on the 8x8 VOIP platform over the phone.
- Resolved issues by working with onsite engineers to troubleshoot faults and implement fixes.
- Liaised with customers to assess technical requirements such as broadband speeds, routers and switches.

CERTIFICATIONS & EDUCATION

CompTIA Security+	| 2024
PCNSE – Palo Alto Certified Network Security Engineer	| 2023
CCNP Enterprise	| 2023
CompTIA Network+	| 2023
CompTIA A+	| 2021
Internet Engineering (BEng)	| 2001
Aston University - Completed First Year	

PERSONAL DETAILS

Nationality: British	**Driving**: Full UK license
Marital Status: Married	**Languages**: English (Fluent), Hindi (Fluent)
Children: 2	**Residence**: Birmingham, United Kingdom.