



Najmu Sakib

Network Operations Specialist (NOC)

Network Operations Specialist with B-Tech in Computer Science and Cisco certifications, experienced in routers, switches, firewalls, and VPNs. Proficient in network security policies, dynamic routing, VLANs, and troubleshooting, with strong communication and problem-solving skills. Committed to excellence and continuous learning in evolving network technologies.

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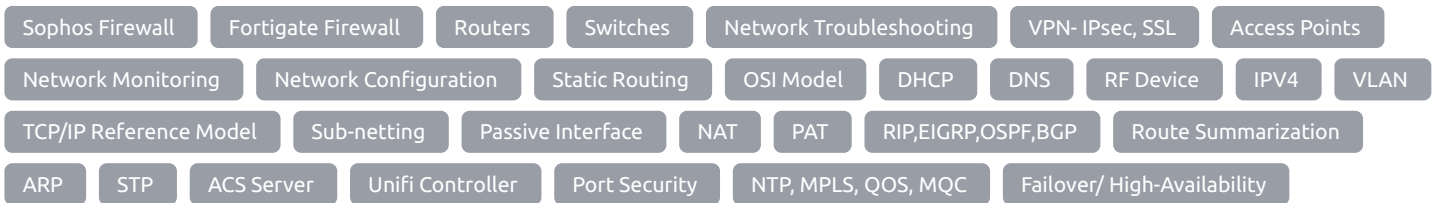
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📅 03 February, 1999

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TECHNICAL SKILLS



WORK EXPERIENCE

Network Operations Specialist - NOC

Occom via Interserve Solutions

03/2024 - Present

North Sydney Australia

Roles and Responsibilities

- As a Network Operations Specialist, I troubleshoot and resolve technical issues related to our products and services, applying expertise in network connectivity, DNS, DHCP, routing, and firewall configurations. I deliver exceptional customer support via phone, email, and chat, ensuring timely and effective solutions to client concerns, and escalate complex issues when needed. Working closely with sales and engineering teams, I address client needs promptly, enhancing the overall customer experience.
- Additionally, I manage end-to-end office network setups, leveraging the Unifi ecosystem to deploy access points, switches, and secure network configurations for seamless connectivity. My role also involves remotely troubleshooting hotel networks, diagnosing and resolving issues within Unifi infrastructure to ensure uninterrupted service. I maintain detailed documentation, consistently identifying opportunities for service improvements, and keep up-to-date with emerging networking technologies and best practices to enhance service quality and efficiency.

Network Engineer

National Institute of Fashion Technology

01/2023 - 01/2024

Srinagar J&K

Roles & Responsibilities

- In my role as a Network Engineer, I handle various important tasks to keep our network running smoothly and securely. This includes setting up and maintaining the Sophos XGS Firewall to protect our system and making sure security rules are followed. I also design and manage our network setup, regularly checking for any weaknesses and fixing them to keep everything safe. If there are any problems with our local or wide-area networks, I troubleshoot and solve them quickly, working with outside providers if needed. I also make sure all our network devices are set up correctly and fix any issues that come up. Additionally, I oversee our wireless networks, making sure they're secure and working well. Finally, I plan for future network needs and work with others to make sure our system can grow as needed.

Technical Support Engineer

Techcity

10/2021 - 12/2022

Srinagar J&K

Roles & Responsibilities

- As a Technical Support Engineer, I played a pivotal role in delivering comprehensive technical assistance to clients, both remotely and through onsite visits, addressing diverse hardware, software, and network issues. Utilizing my expertise, I diagnosed and resolved technical challenges effectively during onsite interactions, ensuring minimal disruption to client operations. Moreover, I provided prompt and efficient support via phone and remote communication channels, consistently delivering high-quality service. Through meticulous documentation of customer interactions and solutions, I contributed to enhanced troubleshooting efficiency and customer satisfaction. Continuously staying updated on emerging technologies, I actively participated in product education and customer training sessions, empowering clients to maximize their hardware, software, and network resources effectively.



EDUCATION

B-Tech In Computer Science

Baba Banda Singh Bahadur Engineering College



PERSONAL PROJECTS

1. Network Lab Setup and Configuration with GNS3, Routers, Switches, PIX Firewall, ACS Server, and VPN. (03/2023 - 04/2023)

- As part of my personal project, I designed and executed an extensive network lab using GNS3, where I configured routers, switches, a PIX firewall, an ACS server, and implemented VPN connectivity. This lab environment allowed me to gain hands-on experience in configuring and interconnecting various network devices while ensuring security and efficient communication.
- Configured routers and switches to establish network connectivity, implemented routing protocols (such as OSPF or EIGRP) to enable dynamic routing, and optimized network performance through load balancing and redundancy techniques. and also Implemented VLANs to segment network traffic logically, improving security and network management.
- Configured a PIX firewall to enforce network security policies, including access control lists (ACLs), stateful packet inspection, and network address translation (NAT), and Deployed an ACS server to centralize authentication, authorization, and accounting services, enhancing network security and access control.
- Established VPN tunnels using protocols like IPsec (Internet Protocol Security) or SSL/TLS (Secure Sockets Layer/Transport Layer Security), providing secure remote access to the network for authorized users, and Conducted thorough testing and troubleshooting to ensure proper functionality of the entire lab environment, addressing any issues that arose.

2. Office Network Design and Deployment

- Designed and implemented a robust network for a two-floor office, integrating Unifi Access Points, TP-Link Switches, and a Fortigate Firewall.
- Set up remote configuration controls for centralized monitoring and management.
- Optimized wireless coverage and wired connectivity, ensuring secure, high-speed access across the office.
- Configured Fortigate firewall for advanced security, protecting against threats and enhancing network resilience.



CERTIFICATIONS

Cisco Certified Network Associate (11/2022 - 01/2023)

Techboxx Technologies

Cisco Certified Network Professional Security (03/2023 - 06/2023)

Techboxx Technologies

Fortinet FortiGate 7.4 Operator (04/2024 - Present)

Fortinet Badge and certification on Fortinet FortiGate 7.4 Operator

Introduction to Cybersecurity (06/2023 - Present)

Cisco course on Introduction to Cybersecurity completed, earning the prestigious Cisco Badge for proficiency in cybersecurity

Endpoint Security (08/2023 - Present)

Cisco course on Endpoint Security completed, earning the prestigious Cisco Badge for proficiency in Endpoint Security

Ethical Hacker (12/2023 - Present)

Cisco course on Ethical Hacker completed, earning the prestigious Cisco Badge for proficiency in Ethical Hacker

Cisco Certified Network Professional (01/2023 - 03/2023)

Techboxx Technologies

Fortinet Certified Associate in Cybersecurity (04/2024 - 04/2025)

Fortinet Badge and certification on Fortinet Certified Associate in Cybersecurity

Network Addressing and Basic Troubleshooting (04/2023 - 06/2023)

Cisco course on network addressing and basic troubleshooting completed, earning the Cisco Badge for proficiency in the subject

Network Support and Security (04/2023 - 06/2023)

Cisco course on network support and security completed, earning the prestigious Cisco Badge for proficiency in securing network infrastructure

Network Defense (12/2023 - Present)

Cisco course on Network Defense completed, earning the prestigious Cisco Badge for proficiency in Network Defense



ACHIEVEMENTS

Badge of Fortinet Certified Associate in Cybersecurity (04/2024 - Present)

earned the prestigious Fortinet badge of Fortinet Certified Associate in Cybersecurity

Cisco Badge of Ethical Hacker (12/2023 - Present)

earning the prestigious Cisco Badge for proficiency in Ethical Hacker

Cisco Badge of Endpoint Security (08/2023 - Present)

earned the prestigious Cisco Badge for proficiency in Endpoint Security

Cisco Badge of Network Support and Security (06/2023 - Present)

earned the prestigious Cisco Badge for proficiency in Network Support and Security

Badge of Fortinet FortiGate 7.4 Operator (04/2024 - Present)

earned the prestigious Fortinet badge of Fortinet FortiGate 7.4 Operator

Cisco Badge of Network Defense (12/2023 - Present)

earned the prestigious Cisco Badge for proficiency in Network Defense

Cisco Badge of Cybersecurity (06/2023 - Present)

earned the prestigious Cisco Badge for proficiency in Cybersecurity

Cisco Badge of Network Addressing and Basic Troubleshooting (06/2023 - Present)

earned the prestigious Cisco Badge for proficiency in Network Addressing and Basic Troubleshooting



LANGUAGES

English

Professional Working Proficiency

Urdu

Native or Bilingual Proficiency

Kashmiri

Native or Bilingual Proficiency



INTERESTS

Reading

Browsing

Learning New Things

Cooking