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Rizwan Ali Mirza

Professional Experience and Duties

Network Support Engineer: *Mauqah Technology LLC – Abu Dhabi (June, 2019 – Present)*

- Network monitoring.
- Administration of Solar winds Orion NPM.
- Analysis of Network traffic using SonicWALL GMS.
- Administration of SonicWALL Firewall 6650.
- Administration of Cisco Wireless controller 5520 and 9800 series.
- Configuration, resetting and backup of CISCO switches.
- Server mounting in racks.
- Configuration, troubleshooting and administration of HIKVISION NVR and IP cameras.
- Monitoring of temperature, water and humidity sensors using iMonnit portal.
- IT inventory management.

IT Operations Executive: *Protégé Global - ISB (June, 2018 – May, 2019)*

- Maintaining all the network devices like Firewall, Routers and Switches.
- Configuration/deployment of Active directory/DNS/DHCP services along with policies.
- RAID configuration.
- Managing domain accounts.
- Installing and configuring appropriate software.
- Free PBX Administration.
- Providing physical security to PCs and other IT equipment.
- Zimbra Administration (Linux based messaging server)
- Network cabling, patching, crimping, labeling switch and client end.
- Network troubleshooting.
- Provide training to users.
- Providing support to IT infrastructure and operations.
- Deployment of PCs and other peripheral devices like switches, wireless Access points etc.

IT Support Engineer: *Trillium Information Security Systems - (Jan, 2017 - June, 2018)*

- IT Vendor coordination.
- Served as 1st point of contact for IT Issues.
- IT procurement.
- System & Network support.
- Configured NAS and its permissions for file server users.
- Updating users on the ticket progress.
- Providing reports monthly and when needed.
- IT Inventory management using SPICEWORKS.
- OS installation and Configuration of application software in servers as well as on end users.
- IT Support and troubleshooting of Microsoft Windows (7/8/10)
- Performing scheduled backups.
- Creation and Managing of VMs at ESXi hypervisor.
- Installation & configuration of Kaspersky at end devices.
- Administration of Office 365 (Email ID creation, Changing passwords)
- Implementation of network access control using MAC filtering.
- Kaspersky policies using Kaspersky Security Center.

Certifications

- **Certified in CCNA
  (CISCO Certified Network Associate)
  CISCO ID:** CSCO12833843

- **MCSA
  (Microsoft Certified Solutions Associate)
  Microsoft Certification ID:** 13080874

Qualifications

Degrees

- **BE Telecommunication Engineering:** *COMSATS (ISLAMABAD) 2010 - 2015*

- **FSc (**Pre Engineering), *Sir Syed College, The Mall, Rawalpindi, Pakistan.* 2009

- *Matric (*Science), *APS, Rawalpindi, Pakistan.* 2007