



2nd



Abul Azad

Technical Support Engineer at Virgin Media

Virgin Media • University of Greenwich

London, Greater London, United Kingdom • 391

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A bright, talented and ambitious IT support technician with a strong technical background who possesses self-discipline and the ability to work with the minimum of supervision. Having exposure to a wide range... [See more](#)

Experience



Technical Support Engineer

Virgin Media

Nov 2016 - Present • 8 mos



Network Engineer

Arqiva

Sep 2015 - Nov 2016 • 1 yr 3 mos

Hemel Hempstead, United Kingdom



Cisco Network Engineer

Synergy Network Ltd

Mar 2015 – Sep 2015 • 7 mos

London, United Kingdom

I am gaining skills in Cisco Routing & Switching and am able to meet these overall objectives:

- Operation of IP Data Networks - How routers, switches, bridges and hubs work, different media types and how data actually flows from one device to another at the packet level
- Cabling, IPV4/IPV6, LAN Switching Technologies, IP Routing Technologies, Network Device Security and WAN Technologies
- Implement an EIGRP based solution, given a network design and a set of requirements, document results of EIGRP implementation and verification
- Configure OSPF routing, document results of OSPF implementation and verification plan
- Good practical understanding of Subnetting and Advance Subnetting techniques like VLSM
- Configuration of Cisco Routers Series 26xx, Cisco 28xx, Cisco 36xx, Cisco 2950, 3560 and 3750 Switches
- Implementing basic strategies for security/Cisco IOS firewalls and Implement an IPV4 based redistribution solution
- Create an eBGP implementation plan, Determine network resources needed for implementing eBGP on a network, Create an eBGP verification plan
- Configure eBGP routing, Verify eBGP solution was implemented properly using show and debug commands, Document verification results for an eBGP implementation plan
- Implement Path Control based upon the results of the redistribution analysis
- Connecting and Troubleshooting an Enterprise Network using IPV6
- Implementing VLANs in Campus Networks, Implementing Spanning Tree
- Implementing Inter-VLAN Routing, Configuring Switch Security
- Implementing First Hop Redundancy in a Campus Environment
- Troubleshooting NAT, PAT, DHCP, IPV6 and IPV4 interoperability
- Troubleshoot private VLANs, port security, general switch security, SVIs, VACLs, ACLs and configuration issues related to AAA server
- Implement and troubleshoot switch & router security features (system management, device management, SNMP, logging)
- Troubleshoot loop prevention, Access Ports for the VLAN based solution.



2nd Line Support

CB&I

Dec 2014 – Sep 2015 • 10 mos

London, United Kingdom



Desktop Support Analyst

Capital Capture

Jan 2014 – Nov 2014 • 11 mos

London, United Kingdom

- Providing 1st/2nd Line Support to all elements of Capital Capture in a timely manner using ITIL aligned processes and procedures.
- Taking ownership of the Service Desk through Service Manager.