



2nd

## Zein Jaber

3rd Line Technical Support Engineer at Workshare

Workshare • The University of Birmingham

London, United Kingdom • 500+

### Experience



#### 3rd Line Technical Support Engineer

Workshare

Jan 2015 – Present • 2 yrs 6 mos

London, United Kingdom

Zein is responsible for offering level 3 (third line) support to Workshare's customers and partners, managing trouble tickets, identifying and reproducing potential product and performance issues, interacting with the development team through bug-fix process and interacting with customers.



#### Cisco CCNA Hands-on Training

Synergy Networxx Ltd

Feb 2012 – Dec 2012 • 11 mos

London, United Kingdom

Honored to be part of the Internetwork security workshop conducted by the only person in the world with a Penta CCIE + CCDE.

Internetwork Security Experience:

- Good knowledge of Internetwork Security hardware and principles including encryption and authentication
- Configuration and securing of various Cisco Internetwork Security devices (e.g. Firewalls, IDS, IPS and WSA) day to day issues
- Good command on Standard, Extended ACL's, Reflexive ACL and Time based ACL

- Good command on configuring and troubleshooting IOS firewall
- Technical expertise in building robust TCP/IP networks, wireless devices, Cisco routers and switches
- Strong background in LAN/WAN Network Engineering
- Implement an EIGRP based solution, a multi-area OSPF Network and a RIP Network, given a network design and a set of requirements
- Design and implementation of Interior routing protocols like RIP, EIGRP and OSPF