Mahmoud Abu Zaid
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Network\Voice Engineer

An experienced senior level IT consultant with significant design, support, administration and implementation experience of network\Voice projects. Over 2 years of IT experience with full life cycle project experience. Thrives in a customer focused, multi-site environment. Always meets client demands and develops good long-term customer relationships.

Technical Skill set Summary

- VoIP – Cisco Unified Communication Manager 10.X / CME; Cisco UC500
- Cisco routers 2900 series
- Cisco switches C2960, Catalyst L3 Switch
- ASA 5540 firewalls
- Cisco Wireless Control System – Aironet APs and controllers
- Cisco ISE Appliance.
- Routing protocols RIP / OSPF / EIGRP / BGP
- VLANs / STP / RSTP / Etherchannel / MST
- VPNs – GRE / IPSec / DMVPN / SSL / MPLS
- Securing VLANs, switch access, IDS, IPS
- Dell switches
- SonicWall, Cyberoam, firewalls.
- TCP/IP, DNS, DHCP, WINS
- Wireshark,
- VMware
- Microsoft Windows Servers 2008/2012/2016
- Microsoft Exchange /2007/2016
- Microsoft Office365
- Microsoft SQL
- Linux – Ubuntu Servers, CentOS
- Active Directory, Group Policy
- HTML, ASP
- McAfee / Symantec
- Symantec Backup Exec; Veeam

Qualifications

- Cisco Certified Network Professional (CCNP) - in progress
- Cisco Certified Network Associate (CCNA)
- Setting up Cisco Network – Routers and Switches
- Securing Cisco Network Devices
- Cisco Firewall Specialist
- Cisco IOS Security Specialist
- Microsoft Systems Administration Windows 2012

Employment History

Company	**Numou Holding Group**
Role	**IT Manager**.
Dates	Sep 2017 – Present
Description	Establishing IT Department.

Projects Included

Plan, organize, control and evaluate IT operations.

Design, develop, implement and coordinate systems, policies and Procedures.

Handle annual budget and ensure cost effectiveness.

E-Mail Migration from POP/IMAP to Office365.

Migrating all legacy servers to Hyper-V Virtualization Environment.

Designing Network to Link all branches to HO Using Cyberoam firewalls and Site-to-Site VPN Technology.

Designing and Implementing Odoo ERP Module for Group Various Businesses (Vehicle Parking Module" EWAA", Property Management "Mahafez", Car Dealership "AutoMax & AutoMaxPlus').

Implementing 3cx VOIP System.

Company	**SMART Technology Solutions**
Role	**Cisco Network/Voice Engineer**
Dates	June 2015 – Sep 2017
Description	Senior level design & project engineer – contract
Responsibilities	

- Gather and collate network requirements by working with clients and colleagues.
- Design secure and scalable networks.
- Assist in sizing effort for the network part of projects.
- Assist in pricing for the network part of projects.
- Install secure and scalable network devices.
- Work with OS and application teams to ensure client service success.
- Document all network set-ups.
- Follow both customer and company standard ITIL processes e.g. Change Management.
- Liaise with support teams, working together to resolve customer issues.

- Work as part of a team with excellent communication skills.
- Work with clients during all stages of projects.
- Highlight and document all network risks of projects.
- Coach more junior members of staff.
- Technical lead duties and management of technical projects
- Designing and implementing customers' network infrastructure
- Configuring and implementing Remote Access Solution: IPsec VPN, SSL VPN
- Configuring Pix to Pix, ASA to ASA and Router to Router VPN
- Implementation of HSRP (using IP SLA) and GLBP
- Configuring VLANs, VTP, Etherchannels
- Configuring intervlan routing on Layer-3 switches
- Securing switch access
- Designing and implementing wireless architectures (Cisco Aironet APs and Cisco 2500 series controllers)
- Configuring Voice VLANS and QoS VLANs
- Configuring routing using OSPF and policy routing using route maps
- Hardening Cisco devices – Implementing IDS and IPS, Cisco IOS Firewall, AAA
- Implementing traffic filters using Standard and Extended access-lists, Distribute-Lists, and Route Maps
- Building and maintaining Visio documentations for Clients

Projects Included Almurjan Holding Group – Jeddah, and the responsibilities were:

- Implementing new Vlan Scheme for 5 companies under almurjan holding.
- Configure VSS on two core switches.
- Configure two Cisco WLCs with more than 25 APs with failover
- Configure two Cisco ASAs firewalls with failover
- Configure two cisco ISEs with failover
- Configure 802.1x authentication (wired & wireless) with ISE
- Configure Central Web Authentication (CWA) with ISE
- Configure remote access vpn on ASA with LDAP authentication and policy applied based on user group.
- Configure cisco Sourcefire (SFR) module on two ASAs
- Install and configure Cisco FirePower Management Center (FMC).
- Configure IPS and malware protection.
- Integrate FMC with active directory for passive authentication (SSO)
- Configure Policy based routing (PBR) on ASA
- Configure dynamic vlan assignment and ACLs based on user authentication on Cisco ISE
- Configure Ethernet channels.
- Configure URL Filtering based on user groups on FMC.
- Publish Servers from ASA
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Qasswa – Jeddah, and the responsibilities were:

- Implementing new VLAN Scheme including voice vlan on DELL switches
- Configuring lldp on the dell SWs for cisco phone registration.
- Configuring 10 cisco APs and WLC (with guest webauth)
- Publishing ExpressWayE for jabber client.
- Monitoring & Maintaining the voice system modules.
- SonicWall Load Balancing and traffic Shaping.
- Training session for the client IT members on the voice System

Shiaka – Jeddah, and the responsibilities were:

- Implementing new VLAN Scheme on cisco SWs
- Configuring Autonomous cisco APs.
- Site Survey to avoid wave interference in radio channels.
- Implementing APP & URL filtering and https inspection with Cyberoam Applaince.
- Site to Site VPN.
- Training session for the client IT members.

SEA (South East Asia Est.) – Makkah, and the responsibilities were:

- Implementing new VLAN Scheme on cisco SWs
- Cyberoam InterVLAN routing.
- Configuring Autonomous cisco APs.
- Site Survey to avoid wave interference in radio channels.
- Implementing APP & URL flirting and https inspection with Cyberoam Appliance.
- Site to Site VPN.
- Provide Project Documentation.

MFB (Mohammed Fida Bahjatt) – Jeddah, and the responsibilities were:

- Implementing Grand Stream Voice System.
- Publishing the PBX for outside registration.
- Configuring TLS and SIP Traffic on Cyberoam.

Company	**Alahlam Holding Group**
Role	**Senior Technical Consultant**.
Dates	February 2015 – May 2015
Description	IT Support – C# Programmer - contract

Projects Included Attendance Management application, Main Functionality:

- Analysing the RAW data provided by biometric Devices
- Processing the data to calculate useable information
- Provide Reports to the management

- Integration with the existing HRMS

Develop log and audit feature on the Existing HRMS.

Excellent References available on request