**Romal Amarkhail**

**Cell: 7372032268, Email:** **romal.amarkhail@gmail.com**

**SUMMARY**

* Proven skills in terms of administering, installing, configuring, and maintaining an enterprise voice communication system. With current job, the utilized Cisco LAN and WAN equipment and IOS's, real time bandwidth transmission over WAN infrastructures.
* A customer service driven professional with a can-do attitude, resulting in a consistent record of exceeding customer expectations in support and learning new technologies
* An energetic self-starter who is dedicated in providing quality deliverables; able to work well both independently and as a part of a team, and finish tasks in a timely fashion.

**Apogee, Inc at Austin, TX**

**Network Engineer**

**May 2016 – Present**

Network Engineer for multiple networks, supporting over 100 campuses properties all over the U.S. with more than 5,000 network resources and 100,000 end users. Provide support for LAN and WLAN enterprise networks that include DIA, Transport Circuits, Data center, bandwidth shaping, DHCP servers, and network authentication. Responsible for updating network documentation, SQL database, radius server database for current networks and updating network monitoring (solarwind) system with relevant information. Created project buildouts for new properties by staging out builds before sending them out to the respective location.

* Configuring and working with Python, Ansible and Git Source Control language programmers.
* Provides Tier-3/4 (final) escalation and troubleshooting for network outages within SLAs.
* Configuring A10 Networks/Palo Alto Networks, F5 switches and Load Balancing Solution
* Monitor the network/systems in the solarwind, document network events and take corrective action in response to alarms and traps
* Exposure on Provisioning Systems, Automated Build Platforms.
* Setup Aruba controller for wireless user communication and Cisco Meraki device.
* Handles circuit troubleshooting with various ISP partners, and coordinate installs with customer and contracted technicians to install networks utilizing varying types of networked hardware.
* Responsible for the technical review/approval of network level changes and implementation of the most complex changes.
* Work closely with project management staff to meet project milestones
* Maintenance of lab equipment (Rack/Stack/Cabling/SW Management and Power).
* installation and management of VMWare (ESXi and vCenter).

**Activations Specialist at GTT**

**December 2015 - May 2016 (6 months)**

* Responsible for the deployment of sites for our managed services customers.
* Configure and troubleshoot networking equipment remotely using a variety of WAN technologies. OnNet sites using Frame-relay T1s, DSL, EoC, Metro Ethernet using MPLS, Offnet sites using ipsec.
* Responsible for the initial configuration and deployment of routers and switches once a managed customer has entered the production stage.
* Handle circuit troubleshooting with various ISP partners, and coordinate installs with customer and contracted technicians to install networks utilizing varying types of networked hardware.
* Responsible for turning up new customer circuits attached to Level 3's massive optical wide area network. This includes Metro Ethernet 2.0 service provisioning, BGP routing provisioning, and final test/turn up of new MPLS based VPN solutions.

**AWS/Black Box at UT Austin, TX**

**Network technician Voice/IP Phones**

**August 2014 – Nov 2015**

* Provided Cisco Voice Service Operations / Support; managed technical support for CISCO voice services and associated upgrades.
* Utilized Cisco LAN and WAN equipment and IOS's, and Cisco Call Manager and Unity Voice mail systems
* Performed software upgrades on existing Cisco voice environment. Provided administrative and end user training for Cisco voice deployments when needed.
* Conduct VoIP room surveys throughout the UT campus, and conducted port mapping to the correct patch Panel. I also install fiber cables in data/telecom closets, and experience with Cisco MDS Fiber channel Switches.
* Used Cisco Discovery protocol to gather Cisco switch interface information. ConduFa1cted cabling for patchPanels and 110 block panels.
* Configured, setup and maintained ASA firewalls
* Deployed, installed, troubleshoot Polycom/Avaya VoIP phones.
* Performed Q&A after VoIP deployments, and also perform closet cable labeling.
* Provided excellent face to face customer service on a daily basis.

**February 2014 – August 2014**

**Global Insight, Inc Home Depot**

**Network Support Desk**

* Configuring sub, Ether-channel and redundant
* Configuring and troubleshooting office 365 web based application
* Analyzes system or application usages and plans for growth or increases in network capacity.
* Install or repair network cables, including fiber optic cables.
* Troubleshooting system and network problems and diagnosing and solving hardware/software faults.
* Perform routine maintenance or standard repairs to networking components or equipment.
* Install network software, including security or firewall software.
* The first point of contact for internal corporate IT support calls. Supporting 50,000 users nationwide and 10,000 desktops/laptops.
* Maintain quality control/satisfaction records, constantly seeking new ways to improve customer service.
* Configuring and working with Python, Ansible and Git Source Control language programmers.

**August 2009 – Jan 2014**

**US Embassy Kabul Afghanistan**

**IT Support Desk**

* Responsible for keeping the Department of State's Open Net (Unclassified) and the residential networks operational including all related components and data processing devices in support of the different Embassy & USAID offices that are on this network.
* This includes end-user support; installing and configuring computer equipment and software; troubleshooting computer problems; monitoring system availability like servers, cisco switches and routers; end-user training.
* Outlook and OWA, configuration of Iron key encrypted flash drive & RSA token, documenting the troubleshooting and preparing SOPs, experience of virtualization and its migration. Setup of Video Conferencing devices like Polycom and Tandberg.

**EDUCATION**

* Bachelor’s Degree in Computer Science (**BCS), WGU University 2016 - 2019**

**CERTIFICATIONS AND TRAININGS**

* CompTIA - CompTIA Hardware A + Ce
* CCNP – Routing and Switch CSCO12659765