

TOSIF AHMAD

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PROFILE

Experienced network engineer information technologist with a broad range of skills and interests, ranging from enterprise and service provider network management to consumer PC hardware and software to security, networking, communications and internet applications. Strong problem-solving and analytical skills, exceptional customer management and troubleshooting abilities, and experience working in cross-functional roles where effective collaboration between end-users and internal staff is critical for problem resolution. Seeking a position that draws upon my business acumen and technical skills while providing an opportunity for career growth.

PROFESSIONAL EXPERIENCE

Network Engineer – Central Division XOC

Sept 2012 - Present

Comcast, Chamblee, Georgia

Troubleshoot, maintain, and support a large complex network consisting of multiple CRAN's (converged regional area network) in a 24X7 NOC environment including full ownership of the core Cisco/Juniper routers and switches in addition to edge Arris, Cisco, Motorola CMTS's. Handle all high level technical support for all services provided by Comcast for the Central Division including Broadband Internet, Video on Demand, and Multicast. The Central Division area coverage starts from the Chicago, IL area south to the Miami, FL area and includes everything in between.

- Hands on experience daily with multiple network gear including but not limited to Cisco CRS, ASR9K, 7609, UBR10012, Juniper MX960, EX4200, and Arris C4.
- Write and implement configurations for scheduled maintenances of CMTS and Cisco / Juniper routers for capacity management, equipment moves, port turn ups, IOS upgrades, subscriber moves and CMTS provisioning.
- Serve as point of escalation and help lead a virtual team consisting of National NOC, Network services desk, Headend, and HFC personnel to troubleshoot, isolate, and resolve network issues with Video on Demand, High speed data, and Multicast.

Founder, President, and Lead Technician

October 2008 – Present

Computer Dr On Call, LLC, Lawrenceville, Georgia (<http://www.computerdroncall.com>)

Founder, proprietor, and lead technician of an IT services firm supporting customers with Mac and Windows-based systems.

- Identified and tapped into a need for on-site system configuration, troubleshooting, and servicing for residential and small-business customers in the greater Atlanta metro region.
- Offered customers with support resolving hardware, software, and network issues, wireless and wired network configuration via SOHO and Cisco routers, as well as basic web hosting and web design services.
- Gained a solid customer base through reliable service; and expanded this customer base largely via referrals and word-of-mouth.

Network Technician – Central Division XOC

July 2011 – Sept 2012

Comcast, Chamblee, Georgia

Provide surveillance and troubleshooting for the network from the hub to the backbone in a NOC 24x7 environment including full ownership of the CMTS and acting as a liaison to identify, correlate, communicate, and verify customer impact for nationally managed care team events and provide local troubleshooting.

Skills:

IOS
IOS-XR
JUNOS

Cisco
CRS, ASR 9k,
UBR10k, 7600,
3600, 2800, 2600

Juniper
MX960, T1600,
EX4200

CMTS:
Arris
Cisco
Motorola

Certifications:

Cisco CCNA
Cisco CCENT
Juniper JNCIA
Network +
A+

Technologies:

BGP
EIGRP
OSPF
RIP

STP
VTP
VLAN

MPLS
VPN

DNS
DHCP
FTP
IOS
SSH
SMTP
TCP/IP

Linux/Unix
Mac OS X
Windows
XP, Vista, 7, 8

- Serve as a subject matter expert and point of escalation for all network equipment including Cisco and Juniper core and edge routers and switches, and Arris, Cisco and Motorola cmnts's.
- Support maintenance activities and provide remote assistance of hardware replacements.
- Monitor VOD run stats errors and existing linear channel performance via Ineoquest IQ.
- Act as an escalation point for all advanced services and as a first responder all network alarms reported by tools in the network including Spectrum, TTS, Quest, Rosa, and Volcano.

Technical Operations Representative - CAG/DOI Group

March 2007 – July 2011

Comcast, Norcross, Georgia

Deliver operational support to local market field technicians and other technical support groups, including day-of-installation assistance.

- Serve as a subject-matter expert and point of escalation for the field team; typically assigned to the most challenging implementations and accounts.
- Support business-class voice and internet customers as well as residential customers.
- Provision VOIP and commercial routers utilizing multiple systems and platforms, including Cisco Switches, Voice Mail Platforms, Local Number Portability applications, NPS, CSG, ETS, NPAC, Remedy and AUSPICE.

Premiere Service Professional – IP Technology Group

August 2005 – 2007

Comcast, Malden, Massachusetts

Provided technical support and information to Comcast's three *Product Premiere* customers.

- Provided direct customer and technical support for Comcast internet and Comcast CDV VOIP product line.
- Gained broad experience in hardware and software configuration, as well as customer management and technical troubleshooting skills.
- Multiple-time recipient of customer service awards rewarding representatives most effective at resolving client issues.

Prior Experience

- **Premiere Service Professional – IP Technology Group** – Comcast, Malden, Massachusetts.
- **Placement Counselor, Sales Associate** – Atlantis Partners, Boston, Massachusetts.
- **Dental Assistant** – South End Community Dental Clinic, Boston, Massachusetts
- **Co-Founder, Marketing Director** – ComTel Communications, Gainesville, Florida

EDUCATION

Bachelor of Science Degree

September 1996 – December 2000

University of Florida, Gainesville, Florida

Concentration: Psychology; Cumulative GPA: 3.35/4.0

CERTIFICATIONS

CISCO - CCNA, CCENT

JUNIPER - JNCIA

COMPTIA – NETWORK + , A +

ACTIVITIES & AWARDS

PACE, People Achieving Comcast Excellence, 2009

Champions of Excellence, Comcast 2008

Think Customer First, Legends Nominee, 2006