

Raziuddin Mohammed

raziuddin.2199@gmail.com • www.linkedin.com/in/raziuddin-mohd

437-937-0708 • Pickering, ON

Recent network engineering graduate with hands-on experience in enterprise network design and implementation. Skilled in routing protocols, switching, network security, and troubleshooting. Seeking an entry-level Network Technician/Engineer position to apply technical expertise and drive network innovations.

- Designed 2-tier enterprise network for university (capstone project).
- Firsthand switch/router configuration experience.
- Proactive in troubleshooting and resolution.
- Adaptive learner & analytical person
- Clear written & verbal communicator

Technical Skills

- **Networking:** TCP/IP, Ethernet, OSPF, EIGRP, LAN/WAN, VLANs, VTP, RSTP, IP addressing/subnetting, DNS, DHCP, Troubleshooting
- **Security:** Firewalls, ACLs, VPNs, SSH, Port Security
- **Network Analysis:** Wireshark, TCPDump
- **Cloud Technologies:** AWS
- **Operating Systems:** Linux, Windows Server
- **System Administration:** Active Directory
- **Virtualization:** VMware, Hyper-V, ESXi
- **Scripting:** Python, Windows Powershell, Bash
- **Other:** Technical documentation, Microsoft Office

Professional Experience

KhudraSoft, Hyderabad, India (January - December 2022)

IT Help Desk Support – Part-Time

- Resolved 30+ technical issues per week via remote support, maintaining a 90% first-call resolution rate.
- Handled incidents via phone/email, aligning with protocols for streamlined resolutions.
- Managed support interactions from start to finish, ensuring issue resolution.
- Utilized ticketing system to log and track support interactions, improving response time by 20%.
- Collaborated with network and software teams to resolve complex, escalated issues.

Pantech E-learning, Hyderabad, India (October - November 2021)

Internship

- Collaborated on implementing AI solutions, enhancing teamwork abilities.
- Utilized JIRA for issue tracking and project management in software development.
- Developed Python scripts to automate routine tasks, increasing team productivity by 15%.
- Acquired understanding of delivering quality solutions under deadlines.

Raziuddin Mohammed

raziuddin.2199@gmail.com • www.linkedin.com/in/raziuddin-mohd

437-937-0708 • Pickering, ON

Project

Core Network Deployment for Multi-Campus University (January - April 2024)

Capstone Project

- Designed and implemented 2-tier enterprise network infrastructure for new university in Ontario serving 1500+ users with team.
- Configured Active Directory, Cisco routers and switches, firewalls, wireless access points, VoIP PBX, and servers.
- Enhanced network security and segmentation by implementing inter-VLAN routing, firewalls, VPN configurations, and access controls.
- Implemented disaster recovery strategies, reducing network downtime by 30%.
- Acquired experience in network deployment and security for a simulated multi-campus university.

Certification

- Ethical Hacking Essentials (EHE), EC-Council, March 2023
- CCNA (In-Progress, Expected Mid-July 2024)

Education

Computer Systems Technology-Networking-Diploma Program **January 2023 - April 2024**
Centennial College, Toronto, ON **Grade: 4.1/4.5**

Relevant Courses Included: Routing and Switching, Network Security, Ethical Hacking, Network Management, Internetwork Troubleshooting, Network Design and Test

Bachelor of Information Technology **July 2018 - June 2022**
Osmania University, Hyderabad, India **Grade: 7.69/10**

Relevant Courses Included: Computer Networks, Data Communications, Operating System

Additional Experience

Petro Canada, Pickering, ON (January 2023 – Present)

Customer Service Representative

- Maintained 99% uptime of POS systems by swiftly troubleshooting and resolving issues.
- Managed multiple responsibilities including transactions, customer inquiries, and inventory tracking.
- Exhibited composure and resilience during high-pressure situations.
- Acquired and applied knowledge of new processes and technologies quickly.