Umarudeen

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SUMMARY

Network Engineer with 5+ years of experience in enterprise networking, WLAN infrastructure, and HSIA environments across hospitality and corporate sectors. Proven ability to manage large-scale networks supporting 500+ users, reduce downtime, and improve overall network performance. Skilled in Cisco, Aruba, Linux, and ISP coordination.

Recognized as Best Employee of the Year 2024 for outstanding technical performance and problem-solving.

PROFESSIONAL EXPERIENCE

Network Engineer 02/2022 – Present | Dubai
EZELINK
- Manage and support HSIA networks serving 500+ daily users across hospitality and enterprise environments, ensuring reliable and seamless connectivity
- Resolve 10+ network incidents daily, reducing overall downtime by approximately 30% through effective troubleshooting and root cause analysis
- Implement and maintain captive portal solutions using CoovaChilli with RADIUS authentication, improving secure guest access and session stability
- Monitor and troubleshoot LAN, WAN, and WLAN networks to maintain high availability and optimal performance
- Troubleshoot authentication and connectivity issues related to captive portal and RADIUS services
- Administer Linux servers (Ubuntu, CentOS), ensuring system security, regular patching, and high uptime
- Configure and troubleshoot network devices including Cisco, Aruba, and Juniper (VLAN, STP, NAT, ACL, HSRP)
- Coordinate with ISPs (DU) for WAN escalations, ensuring timely resolution and SLA compliance
- Optimize Wi-Fi performance by improving access point placement and RF channel configuration, reducing guest complaints
- Conduct periodic health checks and performance assessments on network devices to ensure optimal operation
- Maintain accurate network documentation, including topology diagrams and configuration records
- Provide on-site network troubleshooting and fault rectification for enterprise clients
- Support multiple sites simultaneously, ensuring consistent network performance and service reliability
- Operate and administer live production systems, including the EzeGate captive portal gateway and a MikroTik CCR1009 load balancer, diagnosing disk-health and hardware faults
- Resolved a routing conflict caused by an overly broad static route intercepting cloud-bound traffic across multiple client sites, fixed with a targeted host route
- Prepare detailed incident reports with chronological root cause analysis for enterprise clients, including a 28-ticket report for a banking client

NOC Support Engineer 08/2020 – 09/2021
MANDO AUTOMOTIVE
- Monitored enterprise networks using SolarWinds, identifying issues proactively and preventing major outages
- Resolved over 70% of network incidents without escalation, improving response efficiency
- Configured routers, switches, and access points to ensure stable network operations
- Implemented network security features including 802.1X authentication, DHCP snooping, and port security
- Escalated critical issues to vendors and ensured resolution within SLA timelines
- Maintained detailed incident reports and network documentation

Lab Coordinator 04/2019 – 03/2020
Sansbound Institute, Chennai
- Installed, configured, and maintained Cisco routers and switches for CCNA lab environments
- Trained and guided 100+ students on routing, switching, and troubleshooting concepts
- Ensured 99% lab uptime through proactive maintenance and monitoring
- Designed and tested network topologies for practical learning scenarios
- Delivered hands-on training on OSI model, TCP/IP, DNS, and MPLS concepts

EDUCATION

Bachelor of Computer Applications (BCA) 04/2016 – 04/2019
A.V.C College of Arts, Mayiladuthurai Mayiladuthurai. Tamil Nadu

SKILLS

- Fortinet Firewall
- HSIA & Captive Portals (CoovaChilli)
- Linux (Ubuntu, CentOS)
- Network Monitoring (SolarWinds, Wireshark)
- Basic SQL
- Network Automation (Ansible)
- Network Troubleshooting (LAN / WAN / WLAN)
- RADIUS Authentication
- ISP Coordination (DU, Etisalat)
- Load Balancing (MikroTik)
- Cisco, Aruba, Juniper Networking
- Git / GitHub

LANGUAGES

English ●●●●○ Tamil ●●●●●
Hindi ●●○○○ Malayalam ●●○○○

AWARDS

12/2024

Best Employee of the Year at EZELINK

CERTIFICATES

CCNA – Cisco Certified Network Associate

MCSE – Microsoft Certified Solutions Expert

PROJECTS

HSIA Network Implementation – Hospitality Environment
- Deployed and managed HSIA infrastructure supporting 500+ users
- Implemented CoovaChilli captive portal with RADIUS authentication
- Improved guest connectivity experience and reduced authentication failures

Wi-Fi Optimization Project
- Analyzed and optimized access point placement and RF channels
- Reduced network congestion and improved overall Wi-Fi performance

Network Automation with Ansible (Home Lab)
- Automated VLAN creation and port assignment (VLANs 10–20 across 24 ports) on a physical Cisco switch
- Used Ansible Vault for credentials and cli_command for Small Business switch firmware

network-speed-checker (GitHub)
- Built a versioned, one-line-install toolkit to deploy speed testing tools on gateway servers

DRIVING LICENSE

Valid driving license holder

DECLARATION

I hereby declare that the above written particulars are true and correct to the best of my knowledge and belief.

A. Umarudeen
Dubai