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# TRAINER PROFILE

**Name** : **Faisal Mahmood**

**Nationality** : Pakistani

**Academic Qualification:** MIT (4<sup>th</sup> Semester) Virtual University Lahore Pakistan  
MA (Economics) Part 1 Hazara University Mansehra Pakistan  
M.B.A. (Marketing) American International College Lahore  
B.COM. (Punjab University Lahore)  
F.Sc. (Pre-Eng) Bise Lahore

## Languages Spoken and Written

He speaks and writes well in English, Urdu and Punjabi.

## CERTIFICATION: (SOFTWARE & SKILLS)

### CISCO

Certificate	Registration/Validation Id	Passing Marks	Year
CCIE R&S Written (350-001)	Registration ID: 288428013 Validation ID: 438447216	878/1000	2018
CCIE R&S Written (350-001)	Registration ID: 251625464 Validation ID: 1867224215	951/1000	2012
CCNP R&S Troubleshooting (642-832)	Registration ID: 245868682 Validation ID: 545642840	986/1000	2011
CCNP R&S Route (642-902)	Registration ID: 244765608 Validation ID: 80123527	988/1000	2011
CCNP R&S Switch (642-813)	Registration ID: 245337749 Validation ID: 1181355261	912/1000	2011
CCNA R&S Exam Code: (640-802)	Registration ID: 244178384 Validation ID: 56673908	973/1000	2011

### JUNIPER

Certificate Code No.	Registration/Candidate Id	Passing Marks	Year
Jncia-Junos (JN0-102)	Registration ID: 285256176 Validation ID: 262690396	88/100	June25, 2015
Jncis-Ent (JN0-343)	Registration ID: 285256176 Validation ID: 262690396	81/100	June25, 2018

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**MICROSOFT CERTIFICATIONS**

<b>CERTIFICATE Code No.</b>	<b>Registration/Candidate ID</b>	<b>Passing Marks</b>	<b>YEAR</b>
MCSA 2012 070-417	Candidate I.D: sr7407008 Registration: z3asyd51c1	885/1000	2014
MCSE(HyperV) 070-409	Candidate I.D: sr7407008 Registration: w21syd525d	857/1000	2014
MCITP (Sys Ad) 070-646	Candidate I.D: sr7407008 Registration: xa0syd52fc	809/1000	2013
MCITP (AD) 072-640	Candidate I.D: sr7407008 Registration: w21syd525d	841/1000	2012
MCITP (AD) 072-642	Candidate I.D: sr7407008 Registration: w42syd5aa9	871/1000	2012
MCSE 072-270	Candidate I.D: sr7407008 Registration:ua7syd517d	828/1000	2011

**RED HAT CERTIFICATIONS**

<b>CERTIFICATE Code No.</b>	<b>Registration/Candidate ID</b>	<b>Passing Marks</b>	<b>YEAR</b>
RHCE RHEL7 EX310 OP Stack	140-256-546	300/300	May, 2019
RHCSA RHEL7 EX210 Op Stack	140-256-546	244/300	Feb, 2019
RHEL 7 EX220	140-256-546	257/300	July, 2018
RHEL 7 EX318 (RHVA)	140-256-546	250/300	Feb, 2018
RHC17 & RHCX Red Hat TTT	140-256-546	N/A	April, 2017
RHCSA RHEL 7 (Ex200)	140-256-546	265/300	Dec 2014
RHCE RHEL 7 (Ex300)	140-256-546	262/300	Dec, 2015

**VMWARE CERTIFICATIONS**

<b>Certificate Code No.</b>	<b>Registration/Candidate Id</b>	<b>Passing Marks</b>	<b>Year</b>
VCP6 Data Center Virtualization Training	N/A	Training	July, 2016
VCAP6.5-DC	VMW-01884692X-00566298	350/500	December, 2018
VCA6-DC	VMW-01884692X-00566298	400/500	August 21, 2016
VCP6-DC	Registration ID: 304872549 Validation ID: 919903179	466/500	December 13, 2016

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## AWS CERTIFICATIONS

Certificate Code No.	Registration/Candidate Id	Passing Marks	Year
AWS Sys Ops Admin	SD2HZ6G2D1Q4QV3E	71/100	May, 2018
AWS Architect Associate	GG5NPMT1CFBEQBSP	68/100	Jan, 2018

## COMPTIA CERTIFICATIONS

Certificate Code No.	Registration/Candidate Id	Passing Marks	Year
Network+	ZSQJV88FBCFQ1X30	85/100	October, 2017

## PROJECT MANAGEMENT SKILLS

### Deployment of Virtualization in Digital Net Data Center on Ubuntu & ESXi 6.5

- Successfully configure and Deploy the project of Virtualization in Digital Net Software House Lahore Branch by Installing ESXi 5.1 and vCenter Server 5.1 on 3 Dell 1950 Rack Mounted Servers on NAS Storage and Created 12 VMs which got Ubuntu 12.04 LTS OS as a primary OS.
- Install, configure and deploy Samba Server, Lamp Server, Squid Server and Asterisk Server with Cisco IP Phone 5504 to support VOIP for smooth communication. Also appropriately configure security rules for Cisco Firewall 501. Successfully Deploy Wireless by configuring Cisco 1130 Access Point and UBNT (M2-Bullet & Rocket) for Wireless Point to Point Topology. Configure MikroTik Router 951-2n for aggregating, distribution and load balancing of available (WAN Links) Internet Bandwidth.

### Physical to Conversion of UOL Data Centers

- Successfully create and Run the project of Virtualization in University of Lahore while performing “Physical To Virtual” Migration of 14000 User Accounts for all the Departments of University Of Lahore and Avoid any down time while performing all this project Transparently for the client end.
- Successfully Configure and Install ESXi OS on all IBM 3650 & 3550 Rack Mounted Servers while installing and configuring Server2008R2 OS on all 22 Virtual Machines also Configure LUNS on IBM 3512 and 3400 SAN Storages and Configure Raid 5 for backup and smooth availability of Disk Space to all VMS.

## PROFESSIONAL TRAININGS

DEGREE	TRAINING INSTITUTE	YEAR
RHCI Red Hat Certified Instructor	Red Hat Singapore August 2016	2016
TTT Train the Trainer	HRDF KL Malaysia April 2016	2016
CCIE (LAB) Boot Camp	Corvit College Lahore (Nov 2014)	2013
CCIE (Written)	ICT Trainings Lahore	2011
CCNP (Certified)	Nets College Lahore	2011
CCNP (Wireless)	ICT Trainings Lahore	2012
CCSP (Security)	Corvit Lahore	2012
CCNA (Voice)	Nets College Lahore	2012
CCNA (Certified)	Peak Solution College Lahore	2011
MCSE 2012 (Certified)	Corvit College Lahore	2014

MCSE (Certified) 2003	Peak Solutions College Lahore	2010
MCITP (Certified) 2008	Nets College Lahore	2011
RHCSA Training	Corvit College Lahore	2013
RHCE Training	Corvit College Lahore	2013

### Advance Networking Skills

- MPLS Traffic Engineering & MPLS VPN
- BGP Peer Establishment (EBGP & IBGP) Troubleshooting of Layer 2 & Layer 3 in Complex Networks
- Configuring & Troubleshooting of Cisco Pix (535,525 etc.) and Cisco ASA (5500 Series)
- Installing, Deploying and Configuring MikroTek Router for appropriate Load Balancing
- Installation configuration and troubleshooting of different flavors of Ubuntu, Centos, Fedora and SUSE OS also Mac (Mountain Lion 10 OSX) Hackintosh etc.
- Administration of Lampp, Xampp, Wampp, PHP, MySQL and Apache2, Cpanel, WHM on Linux Distributions.
- Configuring Cisco IP Phone 5504 and Cisco Firewall 525 for appropriate security.
- Configuring Router Switches, ASA, Firewalls, WLC 2100 Series, Access Points etc.
- Creating Secure VPN PPTP, L2TP, SSL-VPN for Remote Connectivity of Complex Networks.
- Filtering Routes in Routing Table received or send on Ingress or on Egress Ports of Router
- Route Summarization and Appropriately creation of Subnets whenever required
- Configuring and Applying Advance Access Control Lists, Distribution Lists & Prefix List
- Secure Networks while configuring Switch Level L2 Security & L3 Authentication for Routing Protocols
- Microsoft Certified Solution Associate (MCSA 2012)
- Microsoft Server Administrator Certified (MCITP 2008)
- VM Ware Technology Expert
- Microsoft Office (Word, Excel, PowerPoint, Access)
- Corel Draw X5, Adobe Photoshop CS5, Flash 8
- Computer Hardware Diploma

### WORKING EXPERIENCE: (PROFESSIONAL EXPERIENCE)

**Company** : **Citi Bank DSA, Pakistan**

**Position Title** : Consumer Finance Officer

**Duration** : Sept 2002 – Nov 2004

**Responsibility** :

- Throughout responsibility of credit card sales while leading the team of 6 sales officers.
- My target which was assigned by the higher management is to achieve 15 to 20 approvals with a login portfolio of 30-35 applications and team target is 80 approvals from 150 login of application.
- To ensure the Occurrence of quality Portfolio by guiding my team towards CCMA's listed Companies.
- To cross sell personal loans and car loans without any target assigned.

**Company** : **Bank Alfiah Ltd Pakistan**

**Position Title** : Consumer Finance Officer

**Duration** : March 2005 – March 2007

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**Responsibility :**

- To launch and implement suitable sales strategy for obtaining quality output to achieve monthly sales targets of car financing.
- To achieve 5 approved car loans on monthly basis with a login ratio of 8 to 10 applications.
- To serve as a front desk officer.
- To Handle car Finance operations and Audit deficiencies.
- To ensure 100% Customer Satisfaction by attending the telephone enquiries and face to face conversation.

**Company :** Emirates Bank Dubai, U.A.E

**Position Title :** Retail Banking Executive

**Duration :** Sep 2007 – Sep 2008

**Responsibility :**

- To handle day to day banking operations related to Credit Department.
- To ensure the systems performance is at its max while operating Banking Operations Soft wares.
- To timely and accurately sort out all issues related to Server end or Networks end to Banking Operations Whenever any audit issue arise in the Credit Department.
- To assist I.T. In charge in day to day Backups, Server Maintenance, Active Directory Management, DNS settings, DHCP Management and to handle live network environment in the absence of him.
- To Serve Customer as a Bank Relationship Officer
- To develop and implement proven sale strategy to maximize the quality portfolio of the bank
- to achieve sales targets of credit card sales, account opening and personal loans on monthly basis.

**Company :** Wateen Telecom Ltd Lahore

**Position Title :** Franchise Owner

**Duration :** Feb 2010 – Feb 2012

**Responsibility :**

- To provide accurate and timely solutions for all the technical and networking problems of the existing customers of the ISP and also whenever need arise troubleshooting should be provided.
- To generate a reasonable number of sales of new internet connection as well as to reply queries within a time frame.
- To install & configure and connect the different types of routers (i.e. Cisco, Motorola, ZT Net) on the workplace or at the residential area of all the new as well as existing customers.
- To provide system hardware support on the demand of the customer.
- To advertise all existing internet packages offered by the ISP through all means of communication i.e. internet, newspaper, handbills, banners etc.

**Company :** Digital Net US Based (Software House)

**Position Title :** VmWare Engineer/ Network Admin

**Duration :** Jan 2013 – Jan 2014

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**Responsibility :**

- Login to Skype and VNC & Team viewer remote management software to capture desktops of remote workstations and servers running at the client end solution deployed by "Digital Net" as per SLA with clients.
- Architecting, configuring, monitoring, upgrading and maintaining Virtualized environment with Ubuntu OS VMs running on it.
- Monitoring Virtual Machine Performance, hardware stability and Event Logs for remote Clients (US Based) to avoid any undesirable situation at their sites.
- Access Server Management consoles regularly for far end Switches and Routers residing at the Client's Sites through Telnet and SSH.
- Randomly Check event and logs for Firewalls and ASAs and update their OS time to time also manage current updated signature database by updating it regularly from the Vendor's website.
- Always perform regular Backups for prevention of disaster recovery for all Backbone Servers (like DC,ADC, TMG) and Ubuntu Servers (Squid, Samba etc.) to avoid Disaster.
- Evaluate client end workstations health by obtaining current status from Anti-Virus and WSUS server.
- Define & Implement Rules to filter & monitor data traffic passing through TMG at any given time.
- Monitor Virtual Resources Utilization through vCenter Server for all Virtual Machines Hosted on ESXi Hosts on Client Sites.
- Evaluate Group Policy randomly to update it to reflect network topology changes occurrence from network expansions.
- Perform day to day Administrator Tasks of Server Level like resetting passwords for users, creation of new user's accounts, assigning special rights and enabling or disabling user accounts.

**Company :** White Hats

**Position Title :** Network/ IT Engineer

**Duration :** Jan 2014 – Sep 2014

**Responsibility :**

- Login to Boomgar, Skype and VNC & Team viewer to provide remote support to existing AMC Clients Companies for installation, configuration, troubleshooting and monitoring of different OS (MAC, Windows8, Ubuntu, Centos) etc.
- Configure and sync Microsoft outlook 2003,2007,2010 and 2013 with exchange and google apps account and help users to save old emails through achieving process to empty inbox and to avoid exchange inbox limit size.
- Monitor and troubleshoot on regular basis all events and logs of Microsoft Exchange Server 2013, 2010 and 2007.
- Create and configure new email accounts in exchange server whenever the client companies required new account creation.
- Configure different types of VPN like Open VPN, DMVPN, IPSEC VPN (Site to Site) and MPLS VPN on different sites of Client companies to provide them remote site connectivity.
- Configure different policies for Checkpoint, Sonic Wall and Cisco ASA to deploy on the edge of the client companies to provide them secure environment for the critical data and applications.
- Design and Implement different virtualization environment like Vsphere, Xen, KVM and Xen as per client requirement to avoid wastage of existing physical resources and to provide them the up to date backups through nova and Symantec backup utilities and afterwards provide secure remote backup shares.

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**Company** : **Tahadi Games KL Office**

**Position Title** : Linux/ Network Administrator

**Duration** : Jan 2015 – Feb 2016

**Responsibility** :

- Login into mRemotenNG 24/7 to regularly monitor existing Virtualization and cloud Infrastructure which consists of 13 ESXi Servers VSphere 5.5 on every ESXi server there got approx. 5-7 VMs (Linux & Windows Server Mix Environment), and hosting is provided by Rackspace. Company.
- Monitor hourly Alerts from Nagios Server and configure and troubleshoot the critical errors accordingly in a live and fast pace environment of game publishing company.
- Monitor Backups and randomly apply SQL queries on the running existing databases for SQL 2012 and MYSQL also to monitor existing CCU (Concurrent Users List) and randomly block IPs and usernames which are involved in any spoofing or flooding.
- Monitor Configure & Troubleshoot services for Apache server (Cenotos 6.5) where live website is running and actively check its CPU, Ram & Network Interface Usages and Performance through Syslog, Rsyslog and PRTG.
- Configure & Apply ACLs, Troubleshoot and Monitor ASA 5510 & ASA 5505 four firewalls preventing DDOS and malicious attacks.
- Configure and monitor 4 Layer 3 Catalyst Switches (3560) for data queuing, shaping and fragmenting also monitor access layer switches 2960.
- Configure and Monitor 24/7 all VPNs either “Site to Site”, “Remote Site” or DMVPN on all mission critical servers to assure connectivity and accessibility for Developers and other technical staff.
- Configure, Monitor and Troubleshoot Wireless Connectivity in Malaysia & UAE office physically or remotely by applying accurate and errorless configurations on all Unifi Devices including Linksys Routers, UBNT devices and Wireless Access Points of multi vendors.
- Apply OS patches, hot fixes, upgrades and rebuild all existing Linux & Windows servers and to perform time to time maintenance of servers by using administrative tools and utilities with best available up to date techniques.

**Company** : **University of Lahore, Pakistan**

**Position Title** : Sr. System Support Engineer

**Duration** : Apr 2012 – Dec 2012

**Responsibility** :

- Monitoring even logs and performance summary through Vsphere Client 5.0 Console for all Virtual Machines hosted on IBM ESXi 3650M3 and 3550 ESXi Host.
- Monitor log events and alarms of 3512 and 3400 IBM SAN Storage on daily basis.
- Visit Computer Labs Randomly to obtain current status of all end workstations and to monitor activities of Lab Attendants and to assist them in Data Recover, OS Image Creation and Image Installation through Norton and Hierren Boot Utilities.
- Always perform regular Backups for all Backbone Servers (like DC, ADC, TMG) to avoid Disaster.
- Evaluate client end workstations health by obtaining current status from Anti-Virus and WSUS server.
- Define & Implement Rules to filter & monitor data traffic passing through TMG at any given time.
- Monitor Virtual Resources Utilization through vCenter Server for all 22 Virtual Machines Hosted on ESXi Hosts.
- Evaluate Group Policy randomly to update it to reflect network topology changes occurrence from network expansions.

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- Perform day to day Administrator Tasks of Server Level like resetting passwords for users, creation of new user's accounts, assigning special rights and enabling or disabling user accounts.
  - To Lead the Team of 25 I.T. Professionals including System Support Engineers, Hardware Engineers, Lab Attendants and Junior System Support Engineers.

**Company** : **Rojo Sea Sdn Bhd PJ Malaysia**

**Position Title** : Trainer / System Administrator

**Duration** : Apr 2017 – Present

**Responsibility** :

- Login to Skype and VNC & Team viewer remote management software to capture desktops of remote workstations and servers running at the client end solution deployed by "Rojo Sea SDN BHD" as per SLA with clients.
- Deploying, configuring, monitoring, upgrading and maintaining Visualized environment with Ubuntu OS VMs running on it.
- Monitoring Virtual Machine Performance, hardware stability and Event Logs for remote Clients (US & Europe Based) to avoid any undesirable situation at their sites.
- Access Server Management consoles regularly for far end Switches and Routers residing at the Client's Sites through Telnet and SSH.
- Randomly Check event and logs for Firewalls and ASAs and update their OS time to time also manage current updated signature database by updating it regularly from the Vendor's website.
- Always perform regular Backups for prevention of disaster recovery for all Backbone Servers (like DC, ADC, TMG) and Ubuntu Servers (Squid, Samba etc.) to avoid Disaster.
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- Evaluate Group Policy randomly to update it to reflect network topology changes occurrence from network expansions.
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