

SHAUKAT ALI MUAZZAM HAMDULE

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SUMMARY

Skilled IT professional with 3+ years of experience in network administration, cloud infrastructure (AWS), and system support. Proficient in configuring and troubleshooting routers, switches, firewalls, and Windows/Linux servers. Strong command of networking protocols (TCP/IP, OSPF, BGP), cloud services (EC2, S3, VPC, Lambda), and virtualization (VMware, Citrix). Certified in AWS, MCSE, and CCNA. Proven ability to manage IT infrastructure, resolve technical issues, and deliver reliable, scalable solutions.

TECHNICAL SKILLS:

- Strong understanding of OSI model, TCP/IP, IPv4/IPv6, and routing protocols (RIP, OSPF, BGP, EIGRP)
 - Hands-on experience with network devices (routers, switches, firewalls) and VLANs
 - Proficient in network monitoring and analysis tools like **Wireshark**
 - Skilled in AWS services: EC2, S3, VPC, IAM, Lambda, Connect, EBS, AMI, Snapshots
 - Knowledge of cloud infrastructure, system performance monitoring, and AWS integration
 - Experienced in Windows Server, Linux (Ubuntu, CentOS, Red Hat), macOS, and Active Directory
 - Familiar with virtualization tools (**VMware, Citrix**) and backup/recovery procedures
 - Strong troubleshooting, scripting (PowerShell), and IT support skills (1st & 2nd level)
 - Proficient in Git, Microsoft Office suite, and Wi-Fi/network issue resolution
 - Excellent communication, documentation, and cross-functional collaboration skills
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PROFESSIONAL EXPERIENCE

Future Focus Pvt Ltd

MUMBAI, MAHARASHTRA, INDIA

Network Engineer L1

June 2022 – Present

At Future Focus Pvt Ltd, I enhanced network performance by optimizing network configurations and automating network monitoring processes, which accelerated issue resolution and minimized manual intervention. Improved network security by implementing advanced firewall and VPN configurations, reducing security incidents. Led a hardware upgrade initiative to boost network reliability and managed seamless branch office integrations, ensuring consistent and uninterrupted network operations.

Responsibilities:

- Maintaining and administering computer networks and related computing environments including systems software, applications software, hardware and configurations.
- Working closely with partners, vendors and associated support teams
- Troubleshooting, diagnosing and resolving hardware, software and other network and system problems
- Conferring with network users about solving existing system problems
- Supporting the network operation lifecycle by reviewing and implementing change, supporting delivery of new services, working with the network manager on capacity and uptime

- Provided first-line support for network infrastructure issues.
- Ability to quickly learn new or unfamiliar technology and products using documentation and internet resources.
- Understand and respond to Network and telephony monitoring / alerting tools and troubleshoot where required and update the customer accordingly.
- Configure and manage network routers and switches.
- Test and troubleshoot network systems to ensure optimal performance.
- Handle cabling tasks to support network infrastructure.
- Documented network configurations and procedures.
- Assisted senior engineers with network projects.

Medpace

NAVI MUMBAI, MAHARASHTRA, INDIA

IT Support

January 2020 – May 2022

Experienced IT Support professional with expertise in troubleshooting hardware, software, and system issues. Skilled in providing technical support to end-users, resolving issues quickly, and ensuring smooth day-to-day IT operations. Proficient in software installations, system configurations, and user training. Strong problem-solving abilities with a focus on minimizing downtime and improving overall user experience. Adept at maintaining documentation and supporting various IT infrastructure to ensure optimal performance.

Responsibilities:

- Troubleshoot and resolved hardware, software, and network issues for end-users.
- Provided technical support via phone, email, and in-person.
- Installed and configured software, hardware, and network systems.
- Monitored system performance and ensured network security.
- Documented support requests and resolutions in the ticketing system.
- Trained users on software applications and IT procedures.
- Assisted in IT security, including antivirus and data encryption.
- Handled data backups and recovery processes to minimize downtime.
- Collaborated with teams to improve IT infrastructure and efficiency.

EDUCATION

Master of Science in Information Technology

University of Mumbai

Jul 2022 - Aug 2024

Bachelor of Science in Computer Science

University of Mumbai

Jun 2019 - April 2022

CERTIFICATIONS:

- AWS Certified Solutions Architect – Associate
 - Microsoft Certified Solutions Expert (MCSE)
 - Cisco Certified Network Associate (CCNA)
 - CompTIA Network+
 - Full Stack Developer
 - ServiceNow IT Leadership Professional Certificate
 - Cisco CCNA (200-301) – LinkedIn Learning
 - Microsoft 365: Administration – LinkedIn Learning
 - IT Service Desk: Service Management – LinkedIn Learning
 - Cisco CCNP Enterprise: ENARSI (300-410) – LinkedIn Learning
 - Microsoft Azure AI Essentials Professional Certificate by Microsoft and LinkedIn
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ADDITIONAL INFORMATION:

Work Authorization: Require visa sponsorship for international employment.

Languages: English, Hindi, Urdu

Software: Microsoft 365 Admin Center, Microsoft Azure, Microsoft Exchange, VMWare, AnyDesk, SolarWinds, VS Code, MS Word, MS Excel, Cisco Packet Tracer, ServiceNow, FileZilla, Wireshark, PuTTY.