

UBAID UR RAHMAN

Network Engineer · CCNA · CompTIA Security+

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SUMMARY

ISP-trained Network Engineer with Cisco CCNA and CompTIA Security+. Hands-on diagnosing Layer 1 / Layer 2 faults, configuring customer-edge routers, and escalating backbone issues in live ISP environments. Strong documentation, SLA discipline, and structured troubleshooting — seeking remote Network Engineer, NOC, or Network Analyst roles (GCC sponsored optional).

TECHNICAL SKILLS

- **Access & Switching:** Layer 1 / Layer 2 troubleshooting · Ethernet · VLANs · STP foundations · Cabling / media
- **Routing & IP:** TCP/IP · IPv4 subnetting · Static routing · OSPF foundations · ACL basics · DNS / DHCP
- **Operations:** ISP / CPE troubleshooting · Router configuration · Escalation hygiene · Ticket documentation · Packet Tracer
- **Adjacent:** Network security fundamentals · Azure networking (studying) · Bash · Python · Technical support

LABS & PROJECTS

- **LAB-01 · VLAN Segmentation** (In progress): Multi-switch Packet Tracer — access/trunk ports, inter-VLAN routing, failure cases, recovery notes.
- **LAB-02 · OSPF Single-Area** (In progress): Adjacency formation, LSDB verification, and path selection in a small routed domain.
- **LAB-03 · ISP Edge Playbook** (Queued): L1/L2 isolation → CPE checks → upstream escalation loop (Tikona-style triage).

WORK EXPERIENCE

Torpedo Web, Delaware, United States — Remote

FEB 2026 – AUG 2026

Software Engineer

- Delivered web systems end-to-end (discovery → architecture → build → deploy → optimize) with clean handoff documentation.
- Designed maintainable system structures and frontend/backend integrations focused on performance and reliability.

3Poch Labs, UAE — Remote

MAY 2024 – SEP 2025

Research Analyst

- Built monitoring workflows for live systems — tracking failures, anomalies, and operational signals under production pressure.
- Structured founder-facing dashboards for escalation clarity; automated Python tooling processing **\$58.9K** volume with 24/7 reliability controls.

Radarblock, UAE — Remote

NOV 2024 – JAN 2025

Analyst, Founder's Office

- Ran operational trackers and stand-ups; built a weekly KPI dashboard (8 metrics · 3 verticals) for founder-facing status.

Amazon, India — Remote

AUG 2023 – JAN 2024

Virtual Customer Support Associate

- High-volume, SLA-driven triage: documented issues and escalated systemic problems — transferable to NOC-style queue work.

Tikona Infinet Ltd., India — Remote

DEC 2022 – MAR 2023

IT Support Specialist (ISP Networking)

- Diagnosed ISP connectivity issues; configured routers and resolved Layer 1 / Layer 2 faults; escalated backbone issues when required.

Docket Care Systems, India — On-site

JUN 2022 – SEP 2022

Computer Repair Technician

- Hardware/system diagnostics and hands-on troubleshooting for end users.

CERTIFICATIONS

- **Cisco CCNA** — Completed
- **CompTIA Security+** — Completed
- **Google IT Support** — Completed
- **Azure Administrator (AZ-104)** — In progress

EDUCATION

IGNOU, Lucknow

(2022–PRESENT)

Bachelor of Computer Applications (BCA)

Relevant Coursework: Computer Networks, Operating Systems, Data Structures & Algorithms, Databases, OOP