



ZAKARIYA MUHAMMAD

Network Administrator

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Cisco Certified Network Associate (CCNA) – CSCO12115243

◆ Professional Summary

Dedicated and results-driven Network Administrator with over 10 years of experience in designing, securing, and managing enterprise network infrastructures across GCC countries. Skilled in LAN/WAN administration, firewall management, VPN connectivity, wireless networking, endpoint security, and IT infrastructure support. Experienced in handling multi-site environments, network troubleshooting, system optimization, and security monitoring in corporate, retail, and hospitality sectors. Proven ability to maintain high-availability environments while delivering scalable and secure IT solutions.

◆ Core Skills & Technologies

- **Firewall & Security Solutions:** Sophos XGS Series (2300, 2100, 87), FortiGate (60E/80E), SonicWall, Darktrace, Endpoint Security Solutions
 - **Networking & Wireless:** Cisco Catalyst, Aruba, Meraki, FortiAP, Sophos APX; VLANs, VPNs, TCP/IP, Routing, DNS, DHCP, NAT
 - **Telephony Systems:** Avaya IP Office, Avaya CMS 5, Ameyo Contact Center Solutions
 - **Server & Virtualization:** Windows Server 2008–2022, Active Directory, Group Policy, IIS, FTP Services & Server Management, VMware ESXi, Hyper-V
 - **Monitoring & Management Tools:** ManageEngine Suite, Sophos Central, Network Monitoring & Auditing Tools
 - **Enterprise Applications:** Microsoft 365, SharePoint, OneDrive, Outlook, Google Workspace, Oracle Symphony POS
 - **IT Operations:** Remote & Onsite Support, Asset & Inventory Management, CCTV Systems, Biometric Access Control Systems
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◆ Key Projects & Achievements

Gastronomica | 2022 – 2026

1. Regional Network Infrastructure Deployment

- Designed and implemented LAN/WAN infrastructure and VPN connectivity across six GCC offices and restaurant locations.
- Deployed Sophos XGS firewalls and Aruba access points, improving overall network performance by 40%.
- Configured VLAN segmentation to isolate critical services and strengthen network security compliance.
- Standardized network architecture and connectivity across multiple regional branches.

2. Centralized Firewall & Endpoint Security Upgrade

Gastronomica | 2023

- Migrated from legacy firewall systems to Sophos XGS firewalls with centralized management through Sophos Central.
- Integrated Darktrace AI for real-time threat detection, monitoring, and automated response.
- Reduced security incident response time by 60% through automated alerting and remote support solutions.
- Enhanced endpoint visibility, security monitoring, and policy enforcement across all locations.

3. Self-Ordering Kiosk Network Setup & Payment Integration

Gastronomica | 2022

- Integrated self-ordering kiosk networks with KNET payment devices for secure debit and credit card transactions.
- Coordinated with banks, ISPs, and KNET gateway providers to ensure secure and reliable payment processing.
- Achieved seamless real-time transaction processing with minimal downtime and improved customer experience.
- Implemented secure network segmentation for payment and kiosk systems to maintain compliance and operational stability.

4. POS Network & Device Rollout Across 60+ Locations

GCC-Wide Deployment

- Installed and configured Oracle Symphony POS servers, receipt printers, CCTV systems, and biometric access devices across multiple GCC locations.
- Provided remote troubleshooting and technical support for operational and sales teams.
- Reduced support downtime by 50% through proactive monitoring and efficient remote support processes.
- Coordinated multi-site deployments while ensuring minimal operational disruption.

5. CCTV Deployment, Maintenance & Vendor Coordination

GCC-Wide Deployment | 80+ Locations

- Led the deployment, configuration, and maintenance of CCTV infrastructure across more than 80 locations throughout the GCC region.
- Managed and monitored over 827 CCTV cameras, ensuring continuous surveillance coverage and system reliability.
- Coordinated with regional vendors and service providers for installation, maintenance, troubleshooting, and hardware replacement activities.
- Performed NVR/DVR configuration, firmware upgrades, storage management, and remote monitoring support.
- Ensured timely resolution of CCTV and surveillance-related issues to maintain operational security and business continuity.
- Supported network integration of CCTV systems with existing LAN/WAN infrastructure while maintaining security and performance standards.

◆ Professional Experience

Network Administrator

Gastronomica, Kuwait | Jan 2022 – Present

- Responsible for enterprise-level network and system monitoring, configuration, maintenance, and troubleshooting.
- Administered secure network infrastructure across six GCC regions, covering approximately 80 sites.
- Managed network security, system backups, user account administration, and email/web server operations.
- Deployed and maintained Sophos XGS firewalls, including configuration and management of site-to-site VPNs.
- Oversaw VLAN configurations, LAN/WAN performance, and wireless infrastructure using Cisco and Aruba access points.
- Integrated Darktrace for real-time network threat detection and automated response.
- Monitored endpoint and network health using Sophos Central and ManageEngine tools.
- Ensured high availability of VPN connectivity, Ameyo call center systems, and Avaya PBX services.
- Conducted hardware and software deployments, provided remote office support, and maintained SLA-driven uptime across IT infrastructure.
- Managed small- to medium-scale IT projects within budget, timeline, and business continuity requirements.
- Coordinated with vendors for maintenance and upgrades of call center and office PBX systems.
- Supported additional IT and commercial system requirements aligned with business objectives.
- Provided remote support for IT systems and servers, including POS, CCTV, and biometric access control systems.
- Maintained Active Directory services, Group Policy configurations, virtual machines, IIS/FTP services, and NAS/disaster recovery backup systems.

Network Administrator

Al Ameer Group (Seas & Deserts), Kuwait | Oct 2016 – Jan 2022

- Managed FortiGate firewalls and Cisco network switches across multi-branch office environments.
- Maintained system uptime through regular patch management, system backups, and infrastructure upgrades.
- Supported IT infrastructure for retail and equipment divisions with a strong focus on security, performance, and operational efficiency.
- Monitored and maintained LAN/WAN connectivity, VPN access, and wireless network performance.
- Provided user support, troubleshooting, and maintenance for servers, desktops, printers, and business applications.
- Assisted in maintaining Active Directory services, file sharing, and network access permissions.

Server/Network Support Intern
DUBAL (EGA), Dubai | 2015 (1 Month)

- Assisted in daily IT operations, including server, network, and hardware troubleshooting.
- Provided technical support to end users and assisted with system maintenance activities.
- Supported network monitoring and basic infrastructure management tasks.

Desktop Support Engineer
PCS Technology, India | Nov 2012 – Feb 2014

- Provided desktop support, hardware/software installation, configuration, and troubleshooting services.
 - Resolved user issues related to operating systems, printers, networking, and enterprise applications.
 - Participated in BPCL's nationwide deployment project through ARS Software Engineering.
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◆ **Education & Certifications**

Bachelor of Computer Science – Bangalore University, India | 2012

- CCNA (Routing & Switching) – Cisco (CSCO12115243)
 - CCNP – Training Completed (ZOOM Education)
 - MCSE (Server 2012) – ZOOM Education
 - MCITP (Server 2008) – Goal Tech International
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◆ **Additional Technical Knowledge**

- OS: Windows (XP–11), Linux, macOS
 - Scripting & Tools: HTML, CSS, Python Basics, Java, Android Basics
 - Devices: EDC Terminals, GPS Units, iOS/Android Device Configuration
 - Hardware: Lenovo, HP, Dell, IBM Servers; Printers (Xerox, Canon, Kyocera)
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Declaration

I hereby declare that the information provided above is true and correct to the best of my knowledge.

Zakariya Muhammad
