

Muhammad Shehroz

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Home: Al Aziziya, 55424 Hail (Saudi Arabia)

WORK EXPERIENCE

Madinah Regional Municipality – Madinah, Saudi Arabia

Network Support Engineer

[02/2026 – Current]

- Providing network infrastructure support for municipality facilities.
- Installation and configuration of LAN/WAN networks.
- Deployment and troubleshooting of CCTV surveillance networks.
- Configuring switches, routers, and network devices from Cisco Systems.
- Supporting IP telephony and end-user network connectivity.
- Monitoring network performance and resolving connectivity issues.

Ministry of Education – Hail, Saudi Arabia

Network Support Engineer

[11/2023 – 01/2026]

- Supported and maintained Cisco switches, ensuring stable LAN connectivity and efficient network operations
- Assisted in configuration, monitoring, and troubleshooting of FortiGate firewalls, including security policies and access control
- Provided support for server infrastructure, ensuring availability and coordination with system teams
- Monitored network performance, identified faults, and resolved connectivity issues across multiple departments
- Performed incident response, root cause analysis, and escalation to senior engineers when required
- Maintained network documentation, topology diagrams, and operational procedures • Ensured compliance with government IT policies, security standards, and best practices

Red Sea Global – Umluj, Tabuk, Saudi Arabia

Network Engineer


Project | CVH-3 Expansion – Red Sea Global (Umluj, Tabuk, Saudi Arabia)

Successfully completed a network and security infrastructure project at CVH-3, Red Sea Global, involving deployment, configuration, and integration of enterprise-grade networking and surveillance systems.

Key Responsibilities & Technologies:

- Configured and deployed HPE Aruba 6200 & 6300 Series switches, delivering a stable, high-performance LAN environment
- Implemented HPE Aruba 9240 Wireless LAN Controller (WLC) and Aruba Access Points to provide secure, scalable, and seamless wireless connectivity
- Installed and configured Honeywell MAXPRO Network Video Recorders (NVRs)
- Deployed and integrated IP camera systems from Honeywell, Hanwha, and Motorola, ensuring centralized monitoring and high availability
- Conducted system testing, troubleshooting, and performance optimization in line with enterprise and security standards

This project strengthened my hands-on experience in enterprise switching, wireless infrastructure, and IP surveillance systems within a large-scale, mission-critical environment.

 **Al Jaber Group** – Abu Dhabi Emirate, United Arab Emirates

Network Technician

[01/2022 – 07/2023]

- Installed, configured, and maintained LAN/WAN infrastructure, including switches, routers, and structured cabling
- Assisted in deployment and troubleshooting of wired and wireless networks
- Supported configuration of access points, VLANs, and basic network security
- Installed and maintained IP surveillance systems, including cameras and NVRs
- Performed fault diagnosis, cable testing, and on-site troubleshooting
- Coordinated with senior engineers to resolve network issues and complete projects on time
- Maintained documentation and followed safety and IT standards This role built a strong foundation in network operations, field support, and troubleshooting within fast-paced production environments.

 **Inlet International** – Sialkot, Pakistan

IT Support Technician

[02/2021 – 11/2021]

EDUCATION AND TRAINING

Cisco Certified Network Professional (350-401 Enterprise Encore)

Cisco ID No - CSC014939484 [06/2025]

Website: [cisco.com](https://www.cisco.com)

Bachelor Of Computer Science

Virtual University Of Pakistan [02/2024 – Current]

Country: Pakistan

CCNA - R&S (Training)

Corvit Systems [08/2023]

City: Lahore | Country: Pakistan

Intermediate

Superior Group Of Colleges [03/2019 – 08/2021]

City: Sialkot | Country: Pakistan

SKILLS

Cisco Networking / Switching:Inter-VLAN / VLANs Configurations / LAN Switching, Basic / Network Maintenance and Troubleshooting / L2/L3 Managed Switches / LAN Switching, Advanced / SwitchingTechnologies:VLANs/VTP/STP/Etherchannel/HSRP/VRRP/GLBP / Network concepts knowledge (NAT, DNS, DHCP, Firewall rules) / High Availability(HSRP,VRRP and GLBP) / Routing protocols OSPF-EIGRP-BGP-ECMP / Core Network Support / Dynamic Routing / Static routing