# Afan Haq

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## Professional Experience

**Systems Engineer**                                                                          2022 – present
*Collins Aerospace - Raytheon Technologies*
- Supported mission-critical systems for more than 300 airlines at over 162 airports worldwide.
- Provided 24/7/365 Tier 2 technical support for critical P1 and P2 calls.
- Handled Tier 2, P3 and P4 non-critical technical support emails
- Performed administration and troubleshooting of Collins products, associated COTS products, and virtual servers
- Diagnosed and resolved database-related issues (MSSQL, Oracle, MongoDB, Postgres)
- Resolved network-related issues
- Communicated with customers regarding problem analysis, status, etc.
- Prepared clear, concise, and well-organized problem analysis and/or system outage reports for stakeholders
- Demonstrated expertise with industry-standard specifications, quality, and compliance requirements.

**Sr. Network Operations Center Technician**                                                   2017 – 2022
*Collins Aerospace - Raytheon Technologies*
- Provide Tier II network and customer support ensuring uninterrupted, unimpaired service on Rockwell Collins ARINC's global voice and data networks.
- Responsible for Tier II application and message queuing support for critical customers worldwide, ensuring delivery and processing of over 30 million messages daily.
- Deliver technical assistance and support for a diverse Cisco-based network with more than 10 core sites, 600 airports, and over 1000 remote ground stations that include various protocols such as Frame Relay, OSPF, EIGRP, MPLS, HSRP, and BGP
- Coordinate dispatching and support of field technicians, and service provider staff, to isolate and correct any network or service affecting faults.
- Collaborate with engineering and implementation teams to evaluate, audit, support, and monitor incoming network change requests
- Create and maintain training documentation and process bulletins for continued improvement

**Sr. Customer Associate**                                                                     2016 – 2017
*Rockwell Collins - ARINC*
- Handled incoming calls for customer service and technical nature
- Interfaced with Operations Center personnel customers, technicians, and management
- Used terminal commands to verify connectivity of airport and railroad equipment
- Troubleshoot/configure airport devices used for the management of air passenger baggage
- Open call and trouble tickets in the ticketing system database for all incoming inquiries
- Processed and/or forwarded technical problems to field technicians or on-call engineers as appropriate for resolution
- Tracked open trouble tickets to resolution, reviewed ticket queue in efforts to keep ticket count low

**IT Support Specialist**                                                                      2014 – 2016
*Owen Software*
- Provided networking, desktop, and end-user support
- Performed infrastructure maintenance tasks and backups
- Amazon Web Services (AWS) support: EC2, Route 53, IAM, security, and network
- On-call - IT support for the executive staff and developers
- Resolved tickets and escalated issues for enhancement and security via Atlassian JIRA

- Installed JIVE VoIP system, configured, and installed VoIP phones for all staff offices and conference rooms

## Skills

### Systems
Windows 7/8/10, 2003-2019 Server, Mac OS, UNIX, LINUX including Kali, Debian, CentOS, RHEL, Ubuntu

### Networking
TCP/IP, DNS, DHCP, LAN/WAN, NAT, Router configuration (Cisco IOS), Switches, VLANs, SMTP, POP3, VPN, Ethernet, cabling, wireless, and security, Firewalls, VPN, BGP, HSRP, IPSEC, SD-WAN, VoIP, Netcool, Infovista

### Hardware
PC and MAC hardware, Mobile devices, Direct attached storage, Dell SAN Hardware, UPS, Routers, and Switches, VMware ESXi

### Languages
Visual Basic, Python, Java, HTML, SQL, JQL, PHP

### Virtualization
VMware Workstation, VMware ESXi, VMware Fusion, Hyper-V, Hypervisor, Oracle Virtual Box, System virtual machines and process virtual machines

### Cloud Technologies
Amazon Web Services (AWS), Microsoft Azure, Google Cloud

### Database
Oracle, SQL, MongoDB

### Software Tools
MS Office 2007-2013, Active Directory, ServiceNow, Confluence, Atlassian, JIRA, Netcool and Splunk

### Other Skills
ITIL Knowledge, FedRAMP, ITSM tools, Desktop Management, Server Management, Remote Management tools, Bash, and Python scripting, Cron jobs, Business Intelligence, virtualization, scripting, high availability technologies, backup strategies, and general troubleshooting

## Education

**Bachelor of Science: Computer Networks & Cybersecurity**
*University of Maryland*