

Shuaib Salar Ahmed

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Objective:

To obtain a challenging position as a member of a Sales Engineering, Solutions Support, Network Operations, Security, or Technical Support team where I can apply my experience with multi-vendor products, data services, network operations, programming, AI prompting, and Codex-assisted workflows. Seeking to contribute to future-focused networking solutions by supporting customers, improving operations, troubleshooting complex environments, and helping bridge technical solutions with business needs.

Area of Expertise:

- WINDOWS UNIX
- ROUTING: BGP, OSPF, EIGRP, RIP, IS-IS
- Wireless: 802.1X
- LAN Design Deployment
- Desktop Support
- TCP/IP & Ports & Services (IPV4, IPV6)
- NAT/PAT
- DHCP
- Familiar with OSI Model
- Network Management
- Automation
- AI/LLM/Python
- Network & Security Modeling
- Multi-vendor device support
- Firewall policies
- Web Filtering and DNS
- ACL/dACL
- Firewalls
- Troubleshooting Layer 1-7
- Azure Cloud

Certifications: (Details on last page)



Professional Experience:

Field Nation

Smart Hands Network Engineer

Jan 2025 - Present

Clients: Best Buy - Walgreens - Gentiva Health Services - Frost Bank

Delivered 10+ onsite contracts across retail, healthcare and banking; focused on minimizing downtime, speeding time-to-restore, and reducing repeat dispatches.

Best Buy

- Prevented a likely site outage during a Black Friday sales window by isolating power-related router instability during a Best Buy deployment and recommending corrective action before turnover.

Gentiva Health Services

- Restored hospital VoIP and internet service during a live support escalation by tracing MAC addresses to the correct switchport, identifying a disconnected switch uplink from NOC troubleshooting, and replacing a failing legacy IP phone with a working unit to accelerate recovery for patient-care communications.

Walgreens

- Restored Walgreens network-printing service under live workload without hardware replacement, minimizing operational disruption and avoiding unnecessary replacement effort.

Gentiva Health Services (2nd Location)

- Resolved an out-of-scope endpoint connectivity issue using an AI-assisted troubleshooting workflow and end-user guidance,

preventing escalation and a repeat dispatch.

Frost Bank

- Selected as lead technician by Help Desk leadership to coordinate deployment of 300+ thin clients, assigning tasks and ensuring quality across multiple technicians

Verizon 5G Site Survey

- Conducted detailed Verizon 5G site survey for carrier deployment planning, documenting conduit pathways, telecom-room/rack layout, cabling constraints, equipment-placement options, and implementation details while coordinating with remote technical support to clarify scope and produce accurate field documentation.

Networking Labs/Projects (Ongoing):

Topology Drawer -Developed Python-based network topology tool enabling rapid visualization and AI-assisted topology generation

Education:

Houston Community College

Major: Computer Science (Associates)

GPA: 3.0 (Continuing education towards B.S)

Links: LinkedIn: [Shuaib Ahmed](#) Github: [Portfolio](#) Website: [Portfolio](#)

Certifications:

Completed CCNA & CCNA CyberOPS 2024 (CSOC Number for each Cert)

- **Cisco** Certified Network Associate
- **Cisco** Certified Network Associate - CyberOPS
- **Fortinet** Certified Professional NSE4 (Completed 2026)
- **CompTIA** Sec + (Completed 2025)
- **Microsoft** Certified: Azure Fundamentals (Completed 2024)

Continued Education (Certifications):

- **Cisco Certified Networking Professional - R/S**
Exam Cisco 350-401 ENCOR (scheduled 7/11/2026)
Exam Cisco 300-410 ENARSI (tentative 7/30/2026)
- **Palo Alto Networks**
Exam Cybersecurity Apprentice (July - Dec 2026)
Exam Cybersecurity Practitioner (July - Dec 2026)
Exam Network Security Professional (July - Dec 2026)
- **Palo Alto Networks**
Exam Cloud Security Professional (2027)
- **Cisco Certified Internetwork Expert (Lab) 2027**

* *References available upon request*

