



Kashish Devi

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Professional Summary

Experienced in ISP network operations, with a solid foundation in routing, switching, and network security. Skilled in diagnosing connectivity issues, optimizing network performance, and supporting secure, stable infrastructures. Seeking a role that will allow me to deepen my expertise in both network engineering and security.

Work Experience

Network Support Engineer

Aug 2024 – Aug 2025

Transworld Enterprise (IP Core Operations – Transworld Associates), Karachi, Pakistan

- Performed deployment and configuration of new customer connection links, including provisioning and service activation.
- Configured and managed VLANs, EtherChannels, and trunk links.
- Hands-on experience configuring and troubleshooting Huawei and Juniper network devices.
- Hands-on knowledge of TCP/IP networking model, DHCP configuration, and DNS resolution.
- Conducted detailed health checks and monitored server performance including CPU utilization, memory usage, disk utilization, interface status, error counters, event logs to ensure optimal system performance and stability.
- Managed WAN links and applied subnetting techniques to validate IP addressing and ensure efficient network segmentation.
- Took full configuration backups before and after changes to ensure data integrity, system reliability, and quick recovery in case of failures.
- Knowledge of GPON technology, including network address translation (NAT), port address translation (PAT), SMTP, and service setup.
- Familiar with security monitoring tools including Wireshark, Solarwinds and threat intelligence portals.
- Configured BGP routing policies, including advertisement of IP address pools and setup of primary/backup links.
- Deployed and managed OSPF protocol for dynamic routing with internal networks.
- Troubleshot and resolved network performance issues, including latency and web browsing problems.

Helpdesk Engineer Level II

Jan 2024 – March 2024

Stormfiber, Karachi, Pakistan

- Handled customer complaint tickets using a ticketing system and ensured timely resolution.
- Diagnosed and resolved fiber cut, internet connectivity, and web browsing issues.
- Troubleshot SMTP port and email configuration issues for customers.
- Escalated complex issues to relevant teams and followed up until closure.

Education

Dawood University of Engineering & Technology, Karachi, Pakistan

Nov 2018 – Sep 2023

Bachelor of Telecommunication Engineering

CGPA: 3.60

Project

Intrusion Detection System for Software-Defined Networks Using Artificial Intelligence

- Focused on developing the SDN-based Intrusion Detection System (IDS) using machine learning algorithms for efficient and accurate detection of network attacks.
- Aim of the project was to create a detection system that can help detect Distributed Denial of Service (DDoS) attacks using an adaptive approach of self-learning.

Certifications

Cisco Certified Network Associate v7 (CCNAv7)

From [TechBits Academy – Cisco Networking Academy](#)

Python 3 Programming

From [University of Michigan, Coursera](#)

Introduction to Cybersecurity

From [Cisco Networking Academy](#)

Skills

Technical skills

- Routing & Switching (Cisco, Juniper, Huawei)
- Network Configuration
- Python Programming
- Protocols (TCP/IP, BGP, OSPF, STP)