



ACS RECOGNITION OF PRIOR LEARNING (RPL) FORM - 2019

IMPORTANT NOTICE:

This document is required to be completed for all Recognition of Prior Learning (RPL) applications and uploaded as a PDF document (*converted from word*) to the application form. Please note scanned versions will not be accepted.

Please refer to the ACS Recognition of Prior Learning (RPL) Instruction document which provides detailed information in order to complete this form.

Applicant Name	
Applicant Email Address	
Applicant Date of Birth	

Please complete the following 2 sections:

1. Section 1 - The Key Areas of Knowledge
2. Section 2 - RPL Project Reports

SECTION 1 – KEY AREAS OF KNOWLEDGE

In the following expandable typing areas, explain **how you have acquired your in-depth knowledge** in these topic areas through your professional experience.

Please refer to the ACS Recognition of Prior Learning (RPL) Instruction document for more detail

Essential Core ICT Area of Knowledge:

- Topic 1. ICT Professional Knowledge
Sub Topics are -
c. Teamwork Concepts and Issues
d. Communication

How have you acquired this knowledge in your working environment? Illustrate your depth of knowledge.

1.c. Teamwork Concepts and Issues:

I executed the technical work activities on numerous projects with close interaction being made with customers for identifying the business requirements and thoroughly developing solutions for meeting the requirements. Furthermore, I worked with the development of optimal solution for meeting business requirements and helping in building the strategy accordingly.

I am a process oriented IT professional with excellent communication skills having 17 years of experience in designing, implementing and supporting Data, Cloud & Security Networks. Highly accomplished Enterprise Network, Service Provider Network, and Cloud & SDN. I have experience in support, operations, migration, designing and deploying critical customers with multi-site redundant



data centres. I was also good at leading complex multistage projects with constantly proven my abilities for managing project phases which included inception, documentation, procurement, deployment, and turnover for administration and monitoring.

I executed my duties as Networks and Security Systems Engineer along with product development team for meeting the market requirements and assisted in tuning and developing products for meeting the client's main requirements. Furthermore, I obtained data and analytics solution which assisted in consulting with the customers for identifying the GAPS and improvements areas in the existing business process and solutions.

It was my adequate responsibility for maintaining decent communication skills in the entire work duration when constantly discuss numerous aspects with the team members and attained accountability, resilience, delegation, integrity, empathy and influence.

I constantly worked on implementing the technical strategy in the project with constant maintenance and diversified experience in the duration of project. I analyzed data which was linked with the project related environment along with getting decent motivation throughout the work tenure.

I worked on adopting the dynamic strategy in the project mainly dependent on coordination in a continuous manner with team members for getting the work results and obtained significant assistance in maintaining the project technicalities.

I also maintained adequate professionalism throughout the work and worked on achieving the project goals with the technical activities execution in the specified tenure. I also followed the collaborative openness in the work which was linked with mentoring and sharing the technical tasks among the project team members.

1.d. Communication:

During the project, I maintained the communication strategy in a decent manner which assisted well in addressing numerous conceptual work stages. I constantly discussed the technical aspects with thorough discussion made with the team members along with implementing the Agile methodology among the team members. I also maintained decent communication aspects in the project and maintained the communication strategy with the team members mainly for obtaining the desired work goals linked with the project in a specified project timeline.

I worked on carrying out interpersonal skills effectively in the project which was relied on utilizing effective communication technique and it significantly varied from speaking to listening in an appropriate manner. I maintained the work activities with interpersonal skills maintenance along with constantly controlling the related practices. It assisted well in maintaining the communication strategy throughout the project. I also worked in achieving the desired project objectives with constant coordination made with team members for obtaining and sorting the definite work issues related to the project.

I maintained the scrums calls throughout the project with the usage of communication strategy on daily basis in the work and it was specifically for updating the team member in the project. Furthermore, I



made sure to identify the project with analysis being made on the project bottleneck issues along with handling other related issues with maintaining the appropriate communication strategy in the work.

I did user-writing documents preparation mainly based on project activities implementation linked with the work. I made research linked with analyzing the specified work factors and it was followed with achieving the related goals during execution of project. I also maintained the work activities well with implementation of decent technical expertise linked with the work. I conducted preparation of user guide report for conceptual report analysis and it was specifically dependent on solving technical issues associated with the project.

I prepared the structural communication chart which worked with the appropriate chart preparation in which I significantly mentioned the team members' duties throughout the project. It was followed with achieving the associated work objectives and worked activities were maintained with the functional approach. It assisted well in enforcing the relationship among the team members as well as with the client for obtaining the best work results. I adopted integral work requirements for the implementation of project related activities.

I constantly maintained the horizontal communication structure throughout various projects with the subsequent level department mainly linked with the team members for incrementing the work results with achieving the specified project results.

I did decent diagonal communication structure preparation which was adequately levelled with the execution of organizational behavior for the structural department cross-level culture. Furthermore, there was no direct connection with other hierarchy levels department and applied adequate communication strategy in the project with constant third-party activities maintained in the project.

General ICT Area of Knowledge:

Topic 1. ICT Management

Sub Topics are –

- a. IT Governance and Organisational Issues
- b. IT Project Management

How have you acquired this knowledge in your working environment? Illustrate your depth of knowledge.

1.a.IT Governance and Organisational Issues:

During the projects which I did throughout my professional years, I always followed the IT governance and organizational issues for understanding the business related requirements. I made sure to utilize computer system and network engineering skills in defining data quality along with data governance frameworks which was appropriate for bigger organizations. It assisted well in improving, monitoring and security consumption and utilization of data. I implemented end to end data implementation and closely monitored the activities of team members for delivering the proposed solutions. Also, I made continuous coordination with the team for documenting business requirements, technical requirements, and ensuring the same which was met via adequate project solution. I evaluated the commercially available data along with analysing the solutions which included various parameters such as domain specifications, supported functionality, cost, deployment ease, performance, and assisted the customers in deciding the mapped solutions for meeting the project requirements.



I did infrastructure related execution which was linked with work activities and obtained the information technology principles within the defined timeline. It was specifically dependent on the method linked with varied beneficial analysis and attainment of project related goals were done with work technique integration. I made significant execution of the project framework usage and constant development was conducted in the project with maintenance activities adopted adequately as a computer systems and network engineer. I applied constant utilization of network engineering skills for implementing the functional solutions with the adoption, creation and execution of test plans. I adopted the acceptable quality with the integration of complete system.

During my working tenure at Citibank U.K., I worked closely with the business, in-country IT staff for ensuring that the proposed solution met the business requirements by providing networking solutions and cost estimation for Citigroup projects. I evaluated network designs to determine whether customer's requirements were met efficiently & effectively. Moreover, I carried out a technical design (HLD & LLD) or the site based on requirements made by Citi. I executed the scalable design which was linked with resilient and cost-effective solutions according to Citigroup standards. I was also responsible for hardware and software BOM quotations. I implemented the proposed network design solutions & ensured implementations were done according to project schedule timelines. I also troubleshoot and resolved network problems occurred in project implementation with minimal interruption to users. I performed problem escalations to Network Integration Manager to ensure prompt resolution to highly visible/severity problems This covered all network domains, datacenter, campus, branch, network devices within a firewall environment & data centers connectivity. I delivered network designs within EMEA & implemented the proposed solution. Furthermore, I worked closely with Subject Matter Experts to ensure delivered solution meets Citigroup network standards and strategy.

I executed the appropriate project methodology which was followed with project plan, cost estimation and utilization of the resources for the project successful completion. I worked on executing the activities with maintaining the technical engagements and executed the activities with the defined work timeline. I did process definition document preparation in the work execution and implemented the project objectives with the hands-on knowledge based on the computer network and system engineering skills. I executed the performance analysis with the deployment issues across the client(s) with the IT related infrastructure fulfilment. Moreover, I possessed the intermediate level excellence in Microsoft Office and executed my duties in keeping myself familiar with numerous tools for obtaining the specified work results. I implemented the project activities with adequate attention to details applied for acquiring the work prioritization in a defined timeframe.

I constantly worked on methods mitigation and obtained the appropriate solutions in the entire work tenure. It significantly assisted me well in obtaining the work goals in the defined timeframe. I implemented the system analyst skills when addressing the business concepts for achieving the project goals and it even included the analysis on the technical aspects. I made significant execution of the work with the GAT analysis for obtaining the definite work objectives and also made adequate checking on the requirements in the entire work tenure.



1.b.IT Project Management:

I applied adequate work skills while managing projects and applied my technical expertise accordingly with decent IT project management skills adoption. I did GAP identification in existing business process and systems for meeting the requirements specifically in process of data management along with associated data needed for business decisions and insights. I conducted designing of technical solutions for improving business decisions and processes. Moreover, I worked on identifying key skills and solutions related to the components needed for solutions delivery with preparation of project plan and resource plan. Moreover, I also analysed the business constraints and dependencies which was followed with designing and implementing solutions for data science users and obtaining fundamental analysis based on data analytics. I executed the latest technology tracking with advancements and implemented the same in gaining the cutting edge benefits for obtaining the desired project solutions.

I executed the process designing strategy implementation which was followed with continuous follow up based on architect design solution and it provided appropriate business solutions. I made close coordination with the development team for constant testing and maintenance of the project requirements. I made coordination with the stakeholders on weekly basis and it included carrying out analysis on the process adoption with the SPOC client. Also, the technical knowledge was implemented related to reviewing, building and owning the test plan which applied adequately with project management skills and it ultimately assisted in obtaining the positive test outcome. I applied the use-pipeline technique which worked with adequate management prioritization and met the project results with constant engagement with made stakeholder for addressing the related work tasks and obtaining the results of the project with the utilization of computer system and network engineering skills.



SECTION 2 - RPL PROJECT REPORTS

The purpose of these reports is to enable you to demonstrate your command and implementation of the Areas of Knowledge described in Section 1 of this application.

Please refer to the ACS Recognition of Prior Learning (RPL) Instruction document for more detail

Project Summary

	Project Name	Start Date	End Date
Project 1	Citibank (U.K) Network & Voice Data Remediation	11/2010	06/2014
Project 2	Ooredoo (Qatar) Operate and Maintain Packet Transport & Enterprise Networks	07/2014	Present

Project 1: Operate and Maintain Packet based Transport Networks

1. Project Summary

1.1. Identification

Client's Company Name	Citibank	
Business Address	Kings Court, 185 Kings Road, Reading, Berks RG1 4EX United Kingdom	
Contact Numbers	+44 (118) 902 2300	
Web Address	www.wipro.com	
Email Address		
Nature of project	Data Networks & Voice Remediation	
Location of project	London, United Kingdom	
Name of your employer	Wipro Limited	

1.2. Duration

	From	To
Total project duration	06/2010	08/2014
Your involvement	11/2010	06/2014

1.3. Resources

	Number
Your team size	10
Total project team size	20



1.4. Personal Involvement

Please list the phases of the project in which you were personally involved

Start	Completion	Phase Description
05/2019	08/2019	Network resources optimization.
09/2019	12/2019	Planning and budgeting of CAPEX & OPEX.
01/2020	03/2020	Packet based performance analysis and identification.
04/2020	Present	Troubleshooting application performance issues.

1.5. Describe your role(s) and responsibilities in the project.

My work responsibilities were:

- I worked on the optimization of network resources to ensure no congestion/bottlenecks in the packet network.
- I prepared annual operational plans and budgets (CAPEX & OPEX) for own area.
- I performed periodic status reports to direct management and escalates any potential issues related to customer complaints and network abnormality.
- I analysed packet based performance analysis and identifies need for upgrade of networks in close collaboration with design team, and retirement of legacy networks.
- I coordinated with content providers (Facebook, Google) to troubleshoot application performance issues.
- I conducted analysis of the root cause of issues and generate RCA report.
- I worked on tracking bugs in hardware & software and coordination for the roll-out of fix. Manage support escalation with equipment vendors and track SLA.
- I analysed and reported on impact of proposed changes.
- I established and monitored a process to analyse fault alarm trends and timely escalation to design team.
- I established and monitored a process to analyse trends of customer complaints and correlate with any network abnormality.
- I identified and implemented optimizations to proactively correct design flaws / redundancy risks.
- I gathered requirements for each site within a specific country that is scheduled for an upgrade.
- I carried out a technical design (HLD & LLD) or the site based on requirements made by Citi.
- I created a bill of material and high level cost of upgrading a site.
- I ensured that the design is approved by CATE (CITI's internal organization.)
- I worked with the operations teams or the Citi identified project manager to raise change requests and co-ordinate downtime for the various sites.
- While actual implementation will be done by the Citi operations teams, my role was to either oversee the implementation or assist in the implementation.
- I completed site related technical documentation and handover the site to Citi operations teams.
- I worked on reporting to Citi on the progress of services in scope for Wipro.

2. Business Opportunity or Problem



2.1. Describe the business opportunity or problem(s) this project addressed.

Operate and maintain packet based transport networks comprising the below domains National MPLS Backbone:

- Mobile IP Network
- Internet Backbone
- BNG
- CGN
- DPI/URL Filtering
- Proxy/Caching DNS

Thus, the business opportunity mainly relied on the above mentioned packet based transport networks.

3. Solution

a. Discuss your contribution to the solution, project or engagement.

I worked on the optimization of network resources to ensure no congestion/bottlenecks in the packet network. The preparation of operational plans and budgets (CAPEX & OPEX) were done for own area. The execution of periodic status reports were done for directing management and escalating any potential issues related to customer complaints and network abnormality. The analysis was done on packet based performance analysis and it included identification made for networks upgrading in close collaboration with design team, and retirement of legacy networks. Furthermore, there was coordination made with content providers (Facebook, Google) to troubleshoot application performance issues. Also, I conducted analysis of the root cause of issues and generate RCA report.

b. Describe any design or problem-solving methods you used on this project.

I executed constant bugs tracking in hardware and software along with coordination made for roll-out of fix. There was skill management done for escalation with equipment vendors along with tracking SLA. The analysis and reporting of impact was done for changes proposes with establishment and monitoring of a process for analysing fault alarm trends with timely escalation provided to design team. The establishment and monitoring of the process was done for analysing trends of customer complaints and correlate with any network abnormality. Moreover, there was identification and implementation optimization was made for proactively correcting design flaws.

c. List the major deliverables of the project that you were responsible for or contributed to.

- Optimization of network resources.
- Planning and budgeting of CAPEX & OPEX.
- Packet based performance analysis and identification.
- Troubleshooting application performance issues.

2. Results

a. Was your solution implemented? If so, describe the role, if any, you had in the implementation.



All the proposed solutions were implemented which were constantly dependent on the Computer Network and Systems Engineering skills. The process establishment and monitoring was done for trends analysis of customer complaints and correlating it with the network abnormality. Furthermore, there was optimization made for identification and implementation of processes with proactively correcting design issues.

b. Assess the overall success or failure of the project.

The work resulted to be successful with the skills utilization based on Computer Network and Systems Engineering. There were various factors on which research was being made and obtained the desired results accordingly with the right skills utilization.

c. Lessons Learned

In retrospect, what you might have done differently on this project?

The work was done in a specified timeframe with constant Computer Network & Systems Engineer skills utilization. I made in-depth research regarding numerous work factors and achieved the work goals accordingly using specified engineering skills. There were other ways which surely exist but I opted for the best technique in the project.

Project 2: Planned, Implemented and Supported the Cisco Data, Security and Cloud Infrastructure

3. Project Summary

a. Identification

Client's Company Name	Ooredoo	
Business Address	1st Floor Bldg. D The Business Park Bldg.No.58, St.No.310 Zone 26, Airport Rd. Doha, Qatar PO Box : 31887	
Contact Numbers	+ 974 4029 7585	
Web Address	www.wipro.com	
Email Address		
Nature of project	Operate and Maintain Packet Transport IP Core & Enterprise IT Networks	
Location of project	Doha, Qatar	
Name of your employer	Wipro Limited	

b. Duration

	From	To
Total project duration	04/2014	03/2020
Your involvement	07/2014	04/2019

c. Resources



	Number
Your team size	08
Total project team size	12

d. Personal Involvement

Please list the phases of the project in which you were personally involved

Start	Completion	Phase Description
04/2014	12/2014	Managing Packet IP core.
01/2015	08/2016	Managing end-to-end Network operations.
09/2016	04/2017	Preparation of MOP/change task & plan for smooth operation.
05/2017	04/2019	Troubleshoot assigned faults and coordinated with Cisco TAC.

e. Describe your role(s) and responsibilities in the project.

Duties:

- I handled a team of L2 & L3 network engineer professionals.
- I was responsible for managing Packet IP core, IT Enterprise & Campus Network & UC network operations, and maintenance Escalation point for field Engineers/act as SME (subject matter expert) for customer & internal team.
- I managed end-to-end Network operations by ensuring the good customer experience is maintain and key risks if any are address in a timely manner.
- I defined and improved operational procedures for the proper check on the network health and maintenance.
- I prepared MOP/change task & plan for smooth operation & successful execution in a live network.
- I was responsible for performance & capacity monitoring skills.
- I worked on defining the scope of work, responsibility matrix, and service level agreements for vendors.
- I troubleshoot assigned faults and coordinate with Cisco TAC to determine the root cause. Troubleshooting ASA, Juniper firewalls, VPN gateway, and load balancers.

4. Business Opportunity or Problem

a. Describe the business opportunity or problem(s) this project addressed.

Working closely with the business, in-country TI staff to ensure that the proposed solution met the business requirements by providing networking solutions and cost estimation for Citigroup projects.

5. Solution

a. Discuss your contribution to the solution, project or engagement.



I worked on the evaluation of the network designs to determine whether customer's requirements were met efficiently & effectively. I carried out the technical design (HLD & LLD) or the site based on requirements made by Citi. I proposed the design scalability, resilient and cost-effective solutions according to Citigroup standards. Furthermore, work was done for hardware and software BOM quotations. I executed the implementation of the proposed network design solutions & ensured implementations which were done according to project schedule timelines.

I executed troubleshooting and resolving network problems occurred in project implementation with minimal interruption to users. I performed problem escalations to Network Integration Manager to ensure prompt resolution to highly visible/severity problems. This covered all network domains, Data-center, campus, branch, network devices within a firewall environment & Data centres connectivity. I also worked on delivering network designs within EMEA & implement the proposed solution. Moreover, I worked closely with Subject Matter Experts to ensure delivered solution meets Citigroup network standards and strategy.

b. Describe any design or problem solving methods you used on this project.

I obtained and managed the Packet IP core, IT Enterprise & Campus Network along with UC network operations. It was followed with maintenance escalation point for field Engineers and acted as SME for customer and internal team. Moreover, I managed end-to-end Network operations by ensuring the good customer experience maintenance along with key risks identification which were based on addressing various concerns in a timely manner. I defined and improved operational procedures for the proper check on the network health and maintenance. I prepared MOP/change task & plan for smooth operation & successful execution in a live network.

c. List the major deliverables of the project that you were responsible for or contributed to.

- Managing Packet IP core.
- Managing end-to-end Network operations.
- Preparation of MOP/change task & plan for smooth operation.
- Troubleshoot assigned faults and coordinated with Cisco TAC.

6. Results

a. Was your solution implemented? If so, describe the role, if any, you had in the implementation.

I executed the performance and capacity monitoring skills with working on defining the scope of work, responsibility matrix and I was responsible for performance & capacity monitoring skills. I defined the work scope along with responsibility matrix with service level agreements for vendors. Furthermore, I worked on troubleshooting the assigned faults with coordination made with Cisco TAC to determine the root cause. Also, there was troubleshooting executed based on ASA, Juniper firewalls, VPN gateway, and load balancers.

b. Assess the overall success or failure of the project.



The project was success with the constant usage of Computer Network & Systems Engineer skills. There was troubleshooting carried out on various factors and results were attained accordingly. I also made thorough research related to numerous factors and discussed with the senior management accordingly while executing the work activities in the project.

c. Lessons Learned

In retrospect, what you might have done differently on this project?

There were various lessons learnt throughout the project and execution of project activities were accomplished using Computer Network and System Engineer skills. The discussion with the senior management was also done in the entire work tenure and obtained the work results accordingly.