MUHAMMAD TAYYAB

Network Engineer (CCNA in Progress) | IT Support | Digital Operations

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PROFESSIONAL SUMMARY

Aspiring Network Engineer actively pursuing Cisco CCNA certification with a solid foundation in IT support, cybersecurity, and technical operations. Experienced in resolving technical issues, scripting automations, and managing digital systems. Currently enrolled in a BSCS program to further develop computer science fundamentals. Passionate about building and securing network infrastructure, with a proven ability to deliver efficient, reliable solutions in fast-paced environments.

EDUCATION

Bachelor of Science in Computer Science (BSCS) | University of the People (UoPeople)
Online — US Accredited • 2026 – Present

- Fully online, accredited US university. Pursuing core CS fundamentals to complement hands-on networking and IT experience.

BS Cybersecurity (2 Semesters Completed) | Riphah International University
Pakistan • 2021 – 2022 (Left — Financial Reasons)

- Completed 2 semesters of BS Cybersecurity before leaving due to financial circumstances; gained foundational knowledge in security concepts.

CERTIFICATIONS & TRAINING

Cisco CCNA (In Progress) — Cisco — *Expected Sep 2026*

Google Cybersecurity Professional Certificate — Google / Coursera — *Aug 2024*

Introduction to Cyber Security — TryHackMe — *June 2022*

IT Essentials — Cisco Networking Academy — *Feb 2022*

Technical Support Fundamentals — Google / Coursera — *Mar 2023*

TECHNICAL SKILLS

Networking	TCP/IP, OSI Model, VLANs, Subnetting, DNS, DHCP, NAT, WAN/LAN, Routing & Switching
Security	Cybersecurity fundamentals, secure data handling, threat awareness, online safety practices
Systems	Windows (advanced), Linux (CLI), PowerShell scripting, Batch scripting, cloud storage admin
Support	Remote troubleshooting, email systems, software support, technical documentation, ticket management
Tools	Cisco Packet Tracer, Wireshark, Google Workspace, Microsoft Office

LANGUAGES

Native	Kashmiri, Urdu
Fluent	Punjabi, English
Basic	Spanish (actively learning)

WORK EXPERIENCE

IT Support Assistant | 11ven Tech Yards

Islamabad, PAK (Hybrid) • Nov 2022 – Aug 2025

- Provided remote technical support to clients across email, cloud storage, and software tools, achieving a 95%+ resolution rate.
- Diagnosed and resolved connectivity, configuration, and software issues across Windows and Linux environments.
- Handled sensitive business and client data using secure digital practices aligned with cybersecurity principles.
- Developed PowerShell and batch scripts to automate routine operations such as file cleanup and folder creation, cutting manual workload by 30%.
- Maintained technical documentation and collaborated with teams to identify recurring issues and drive long-term improvements.

Digital Marketing & Client Support Operations | Self-Employed

Remote • Aug 2025 – Present

- Lead digital marketing operations for multiple clients, managing campaign performance, brand growth, and audience engagement.
- Coordinate a team of virtual assistants for 24/7 customer support, social media moderation, and page management.
- Manage content scheduling, analytics tracking, and direct client communication to ensure consistent service quality.

Co-Founder & Operator | Family Retail Business

Kharian, PAK (Onsite) • Sep 2024 – Present

- Co-launched and managed daily retail operations including inventory, supplier coordination, and product pricing.
- Built strong customer relationships through personalised service, and assisted in marketing initiatives to grow sales volume.