MOHAMMAD ABUSAA

Cisco TAC Engineer • Network Support Specialist

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SUMMARY

Cisco TAC Engineer with over 2 years of experience supporting enterprise customers across Catalyst switching platforms and Cisco SD-WAN. I enjoy digging into complex network problems — whether it's an STP loop bringing down a production network or a vManage configuration that's preventing tunnels from coming up. I work well under pressure, take ownership of my cases, and always make sure the customer walks away with a clear understanding of what happened and why. Outside of work, I have competed in the Huawei ICT Competition and placed first at the World Final in 2025, which reflects how seriously I take growing my technical skills.

EXPERIENCE

TAC Engineer (Junior) — SD-WAN Team | *Estarta Solutions | Cisco*   *Mar 2026 – Present*
Amman, Jordan

 – Work directly with enterprise customers around the world to troubleshoot Cisco SD-WAN issues — from vManage misconfigurations and onboarding failures to controller upgrades that don't go as planned.
 – Dig into IPsec and BFD tunnel issues, OMP routing problems, and policy misconfigurations — the kind of issues that are tricky to reproduce but have a real impact on customer connectivity.
 – Work closely with senior engineers and Cisco's BU team when cases require deeper investigation, making sure software bugs are properly identified, documented, and escalated.

TAC Engineer (Junior) — Switching Team | *Estarta Solutions | Cisco*   *Jan 2026 – Feb 2026*
Amman, Jordan

 – Handled a wide range of switching cases for enterprise customers on Cisco Catalyst platforms (2K through 9K), from everyday connectivity issues to critical outages that needed fast resolution.
 – Regularly used the lab to reproduce customer issues before recommending a fix — especially for tricky scenarios like StackWise stack failures, SSO/NSF behavior, and STP convergence problems.
 – Comfortable using tools like SPAN, ERSPAN, EPC, and Wireshark to analyze traffic and track down performance issues including High-CPU spikes, TCAM exhaustion, and memory problems.
 – Carried out IOS-XE software upgrades using ISSU and eFSU on Catalyst 9K/6K/4K switches, making sure each upgrade followed the proper process to avoid unnecessary downtime for the customer.

TAC Engineer (Associate) — Switching Team | *Estarta Solutions | Cisco* *Mar 2025 – Dec 2025*
Amman, Jordan

 • Took on real customer cases on Cisco Catalyst platforms with less supervision, building confidence in troubleshooting switching issues end-to-end and managing customer communication throughout.
 • Put my knowledge of STP, EtherChannel, StackWise, and FHRP to practical use every day, gradually needing less guidance and handling a broader range of issues independently.

TAC Engineer (Trainee) — Switching Team | *Estarta Solutions | Cisco* *Dec 2024 – Feb 2025*
Amman, Jordan

 – Went through structured training on Cisco Catalyst L2/L3 technologies — VLANs, STP/RSTP/MST, EtherChannel, and FHRP — building a solid foundation before handling real customer cases.
 – Practiced hands-on troubleshooting through Kill Sessions and lab simulations, learning how to recover devices from ROMMON, reset passwords, and fix IOS image issues from scratch.

– Learned how to communicate clearly with customers during uncertain technical situations — staying calm, setting the right expectations, and keeping them updated throughout.

IP Networking Engineer — Routing Team | *Huawei*   *Aug 2024 – Oct 2024*
Amman, Jordan

– Worked on enterprise routing solutions using Huawei equipment, tuning OSPF and BGP configurations to improve stability and reduce convergence time for customers.
– Set up redundancy mechanisms and verified routing paths to make sure traffic would still flow correctly if a link or device failed.
– Helped resolve Layer 3 routing issues in live customer environments, identifying root causes quickly to minimize the impact on production traffic.

IP Networking Trainee — Routing Team | *Huawei*   *May 2024 – Jul 2024*
Amman, Jordan

– Got hands-on experience configuring and troubleshooting Huawei routers in both lab and production setups, spending a lot of time reading routing tables and understanding how path selection works.
– Assisted the engineering team with reviewing and validating routing designs for enterprise customers, helping to spot potential issues before they reached production.

Enterprise Switching Trainee — Switching Team | *Seven Gate LLC*   *Sep 2023 – Jan 2024*
Amman, Jordan

– Configured VLANs, STP, Port Security, and EtherChannel on Cisco and Ruckus switches to support enterprise network requirements — a great starting point for understanding how real switching environments are built.
– Helped troubleshoot connectivity issues and kept the switching environment stable — learning how to ask the right questions and narrow down a problem systematically.

EDUCATION

Bachelor of Computer Engineering   *Feb 2021 – Oct 2024*
Al-Balqa' Applied University, Salt, Jordan

CERTIFICATIONS

- **CCNA** – Cisco Certified Network Associate | Valid until 2026 | ID: CSCO14166507
- **CCNP Enterprise – ENCOR** – Studies complete; exam scheduled
- **CCNP Enterprise – ENARSI** – Currently in progress

TECHNICAL SKILLS

- **Switching**
  VLANs, Trunking, Port Security, MAC Learning, ARP/ND, STP/RSTP/MST, EtherChannel (LACP/PAgP), REP, StackWise, SSO/NSF

- **Routing**
  Static Routing, OSPF, BGP Fundamentals, FHRP (HSRP/VRRP/GLBP), GRE Tunnels, BFD, VRF Basics, CEF Forwarding

- **SD-WAN (Cisco Viptela)**
  vManage configuration & troubleshooting, vEdge/cEdge onboarding, IPsec/BFD tunnel debugging, QoS & security policy management, controller upgrades, OMP, SD-WAN overlays

- **Platforms & Tools**
  Catalyst 2K/3K/4K/6K/9K, IOS-XE (BIN/TAR/Install Mode, ISSU/eFSU), ROMMON recovery, Wireshark, SPAN/RSPAN/ERSPAN, EPC, MPA, NetFlow, Syslog, EEM Scripting, KRON

- **Diagnostics**
  High-CPU troubleshooting, TCAM exhaustion analysis, memory diagnostics, packet capture analysis, DHCP (Snooping/Relay), PoE, IGMP Multicast, mDNS

PROJECTS

Cisco SD-WAN Implementation
- Built a complete Cisco SD-WAN solution from scratch — setting up vManage, vSmart, vBond, and edge devices and integrating it all into an existing enterprise network.
- Applied QoS, security, and performance policies across the SD-WAN fabric to make sure traffic was handled the right way on every site.
- Ran training sessions for team members to walk them through how SD-WAN works, how to operate it day-to-day, and how to troubleshoot common issues.

AWARDS & ACHIEVEMENTS

Huawei ICT Competition
- 1st Prize – World Final (2025)
- Grand Prize – Middle East & Central Asia Final (2024)
- Grand Prize – Jordan National Final (2024)
- 2nd Prize – World Final (2024)
- 3rd Prize – Middle East & Central Asia Final (2023)
- 1st Prize – Jordan National Final (2023)

LANGUAGES

- **Arabic** – Native
- **English** – Intermediate (B1)

References available upon request