

# Pahalawan Singh

Having technical support expertise in troubleshooting network and security related issues. Dedicated to enhancing the user experience.

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in [Pahalawan Singh](#)

fb [Vicky Singh](#)

## Summary

Network Security Engineer with more than 3 years of experience in managing enterprise network infrastructures. Proficient in configuring and troubleshooting Fortinet, Palo Alto, Aruba, Cisco, SolarWinds, PRTG tools & Devices. Committed for delivering secure and high-performance networks aligned with organizational needs.

## Experience

### FinQuest Consulting Services

May 2025 - Present

Mumbai

Senior Network Security Engineer

🔗 <https://finquestconsulting.in>

As a Senior Network Security Engineer, I specialize in network and security operations, ensuring seamless IT performance and robust security across enterprise environments. My role involves:

#### ◆ Network Engineering & Security

- Managing Cisco routers & switches (IOS) and optimizing network performance. Configuring BGP, EIGRP, VLANs, RSTP, and MPLS for efficient routing and redundancy. Implementing route filtering (prefix lists, route maps) & policy-based routing (PBR)

#### ◆ Firewall & Threat Management

- Configuring and maintaining Palo Alto Firewalls, Fortinet Firewalls, and GlobalProtect VPN. Implementing URL filtering, NAT, ACLs, and IPSec VPNs to enhance security policies. Monitoring network activity using SolarWinds, PRTG Tool & Wireshark for threat analysis and troubleshooting.

#### ◆ IT Service Management & Monitoring

Resolving network security incidents using SymphonyAI. Managing Syslog & SNMPv3 for log monitoring and alerting.

### Outworks Solutions Pvt. Ltd.

October 2022 - May 2025

Mumbai

Technical Support Engineer

🔗 <https://www.outworx.com/>

Through this company, I performed the role of the contact person for Network Security Engineer at Unity Small Finance Bank.

#### Responsibilities:

- Monitoring and manage network traffic to ensure optimal performance and identify potential vulnerabilities.
- Conducting a regular network audits and patch management to mitigate risks and ensure compliance.
- Providing Tier-1 troubleshooting for connectivity issues, ensuring minimum downtime for users.
- Documenting network topologies and configurations for operational reference.
- Maintaining the inventory of Network device's
- Configuring and maintaining Cisco routers and switches for a small-scale enterprise network.
- Supporting the implementation of VLANs and VPNs for secure communication.
- Gained practical experience in network monitoring using tools like SolarWinds.

### Ques Corp Limited.

November 2021 to October 2022

Mumbai

Desktop Support Engineer

🔗 <https://www.quescorp.com/>

- Anti-Virus Trend Micro Security Agent, McAfee Drive encryption handling.
- Laptop, desktop, and smart PC troubleshooting; Z Scaler installation and configuration.
- All the other work that I did in my previous job.

### Impact InfoTech Pvt. Ltd.

December 2020 to September 2021

Mumbai

Desktop Support Engineer (L1)

🔗 <https://www.impact-infotech.com/>

- Posted at Bombay House (Registered Office of various TATA Group companies), maintaining more than 50+ desktops and laptops, 4+ High-end network Laser printers.
- Managing Video conferencing devices (Logitech Sand alone camera system, audio mixer system).
- Handling of AGM and Shareholder Meetings of Tata Power through the Cisco WebEx Platform and many other.
- Handling CEO communication meetings with employees and web calls.
- Support to Directors of Tata Power for their Laptops, iPad, and other hardware-related issues

### Impact InfoTech Pvt. Ltd.

May 2019 - July 2020

Mumbai

Desktop Support Engineer

🔗 <https://www.impact-infotech.com/>

- Microsoft Outlook (configure user mail), Microsoft Lync, Anti-Virus Symantec Corporate Edition.
- Router configuration (D link), LAN cable crimping,, and connecting.
- Printer Configuration ( HP , Cannon, Ricoh, Xerox)
- O.S. Installation's 32-bit and 64-bit, Server installation: 2012 or 2016 Microsoft server.
- Maintaining SLA and compliance security

## Projects

### Firewall Implementation & Configuration

2024

Set up a virtual lab environment to deploy and test Palo Alto firewalls with intrusion prevention policies.

Firewall, Paloalto, Palo Alto, Fortinet, Palo alto implementation, Fortinet Configuration, Security-related, Security

### Network Design

2024

- Designed and simulated a scalable network topology with OSPF routing and VLAN segmentation in GNS3

VLAN, network topology, OSPF, EIGRP, RIP, BGP, CCNP, CCNA

### Network Security Audit

2023

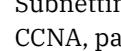
- Conducted a basic vulnerability scan using Nmap and Wireshark to analyze traffic and identify risks.

Nmap, Wireshark, traffic and identify risks, vulnerability scan, vulnerability, Network, Network troubleshooting

## Skills

### Network and Security Technology and Tools

Networking Protocols & Technologies



TCP/IP, OSPF, EIGRP, BGP, VLANs, NAT, VPN, Fortinet (FortiGate), Palo Alto Networks, IDS/IPS, Wireshark, Nmap, Cisco Routers & Switches, Layer 2/Layer 3, Windows Server, Linux (basic proficiency)

### Networks - Routing and Switching

Data Delivery Through Machine



Knowledge of LAN & WAN, Router configuration & LAN Crimping, Cisco Certified Network Associate (CCNA) 200-301, network fundamentals, Network access, IP connectivity, IP services, Network security Fundamentals, Network automation and Programmability, Routing and Switching, Wireless

### Firewall Solutions

Security Device



Fortinet (FortiGate), Palo Alto Networks



### Networking Protocols & Technologies

Routing Protocol



TCP/IP, OSPF, EIGRP, BGP, VLANs, NAT, VPN, DNS

### Azure Administrator

Designing, implementing, and managing Azure cloud environments.



Practical experience with administering IaaS (Azure), Windows and Linux, Hands on mentality, Manage Azure identities and governance, Implement and manage storage, Deploy and manage Azure compute resources, Implement and manage virtual networking, Monitor and maintain Azure resources, Networking, Azure CLI, Problem solving, Focused, Skilled multi-tasker, Strong soft skills, Team player

### ITIL 4

Skilled in Service Value System (SVS), Service Management Practices, and Continual Improvement. Demonstrated ability to enhance service delivery, optimize IT processes, and drive efficiency. Expert in aligning IT services with business objectives to improve service quality and customer satisfaction.



ITIL 4 Framework, Service Value System (SVS), Service Management Practices, Continual Improvement, IT Service Management (ITSM), Process Optimization

## Interests

### IT Technology

Networking, CCNA Routing and Switching, Network Administration, Firewall, Firewall Configuration, VLAN, Subnetting, Wireless Technology, Network Troubleshooting, Router Configuration, Switch Configuration, CCNA, Palo Alto, Fortinet, Palo Alto firewall, Paloalto configuration, CCNP, PCNSE

## Custom Section

### Soft Skills

- Problem-solving mindset
- Effective communication
- Team collaboration
- Analytical thinking

Analytical thinking, Team collaboration, Effective communication, Problem-solving mindset

## Education

### SIDDHARTH UNIVERSITY KAPILVASTU, SIDDHARTH NAGAR - (U.P.)

July 2017 - November 2020

Regular

B.A ( Bachelor of Arts)

✉ <https://www.suksn.edu.in/>

Institute Name: (806) D.P.S. INSTITUTE, CHARANGAHIYA, TULSIPUR, AND BALRAMPUR.

Subject : English , Geography , Sociology

## Certifications

### ICHNP(Hardware and Networking professional - 2017 )

November

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Course content: Networking N+ A+, Windows 10 Administration, Windows 2012 Server Basic Administration, Red Hat Linux Desktop Administration, and Desktop Security Essentials.

### Cisco Certified Network Associate (CCNA) 200-301

December 2023

Network Kings

Cisco Certified Network Associate (CCNA) 200-301 is a course that covers network fundamentals, network access, IP connectivity, IP services, network security fundamentals, and network automation and programmability.

### Cisco Certified Network Professional (CCNP Enterprise)

2024

Training institute Nwkings

- High-level enterprise network design such as 2-tier, 3-tier
- High availability techniques such as redundancy, FHRP, and SSO
- QoS components
- QoS policy
- VRF,GRE and IPsec tunneling, LISP, VXLAN, Troubleshoot static and dynamic 802.1q Trunking protocols, Configure NAT/PAT
- Layer 2 - Troubleshoot static and dynamic Ether Channels, Spanning Tree Protocols (RSTP, MST) and Spanning Tree enhancements such as root guard and BPDU guard.
- Layer 3 - routing concepts of EIGRP and OSPF (advanced distance vector vs. link state, load balancing, path selection, metrics, and area types)
- Configuration simple OSPFv2 environments, including multiple normal areas, summarization, and filtering (neighbor adjacency, point-to-point, and broadcast network types, and passive-interface)
- Configuration eBGP between directly connected neighbors (best path selection algorithm and neighbor relationships)
- device access control- Lines and local user authentication, Authentication and authorization using AAA. ACLs,

### Network Security Engineer (PCNSE)

2024

Training institute Nwkings

- Configuring firewall policies, Implementing security profiles, Managing network traffic, Understanding Palo Alto Networks' security features and capabilities, and Protecting an organization's network from advanced threats and vulnerabilities

### AZ-400

December 2023

Designing, implementing, and managing Azure cloud environments.

## Languages

### English

Very Good in English Speaking



### Hindi

Native language

