

ALIREZA MASOOM

Senior Network Operations Leader & Data Center Specialist

Address: Pori, Finland

Phone: +358 413250628

Website: alireza-masoom.com

Email: alirmasoom@gmail.com

LinkedIn: [linkedin.com/in/alireza-masoom461875158](https://www.linkedin.com/in/alireza-masoom461875158)

PROFESSIONAL SUMMARY

Senior Network Operations Leader and Cisco-certified Network Engineer with 22+ years of experience in designing, operating, and optimizing enterprise and hyperscale data center infrastructures. Expert in Cisco networking, network security, high availability, disaster recovery, traffic engineering, and mission-critical financial systems. Proven record of leading technical teams, improving operational resilience, reducing downtime, and delivering secure, scalable network architectures.

WORK EXPERIENCE

Head of Network Operations & Senior Data Center Specialist | March 2021 – May 2026

Informatics Services Corporation (ISC) – Tehran, Iran

- Led and managed the enterprise network engineering department to maintain infrastructure integrity and ensure optimal uptime across critical national financial networks.
- Oversaw network architecture design, implementation, and maintenance to ensure high performance and strict regulatory compliance.
- Organized personnel into highly efficient teams, significantly optimizing Tier-2 and Tier-3 operations and support workflows.
- Analyzed complex operational network reports to identify single points of failure and engineered resilient, redundant topologies.
- Participated directly in complex network troubleshooting incidents as a senior escalation engineer, minimizing service disruptions.
- Successfully reduced network downtimes by planning and executing critical infrastructural changes under tight time constraints.
- Simultaneously led 35 employees of the data center operations team and the NOC team, the latter of which I created to address critical company needs.

Network Operations Center (NOC) Team Lead | January 2018 – March 2021

Informatics Services Corporation (ISC) – Tehran, Iran

- Created and directed Network Operation Center (NOC) to establish centralized monitoring, analytical workflows, and advanced incident response mechanisms.
- Built and organized NOC personnel into highly functional teams to drastically improve day-to-day network operations.
- Planned and deployed centralized monitoring and analysis tools to proactively identify and mitigate network incidents.
- Served as a core member of the Incident Response Team, successfully reducing response times to critical network and security incidents.
- Collaborated with the Design Department to bridge operational challenges with architecture improvements and recommendations.

Senior Network Engineer | *September 2011 – January 2018*

Informatics Services Corporation (ISC) – Tehran, Iran

- Designed, implemented, and optimized core banking data centers utilizing Cisco 6509 and Nexus 7k family switches alongside unified fabric technologies.
- Configured and continuously monitored secure Inter-Bank networks using GRE-IPsec site-to-site VPN solutions.
- Proposed and implemented a centralized Out-of-Band (OOB) management network managing over 200 network and security devices.
- Cooperated in the architectural design process of three active backup sites (hot standby sites) to guarantee disaster recovery readiness.
- Applied network hardening best practices across Cisco routers, switches, and firewalls to secure Internet Banking systems.

Technical Instructor | *May 2009 – September 2011*

Informatics Services Corporation (ISC) – Tehran, Iran

- Delivered advanced technical training on Core Banking Software to more than 200 students and engineering staff.
- Cooperated closely in the major infrastructure migration of Core Banking Operating Systems from OS/2 Warp to Linux.

Technical Expert | *April 2004 – May 2009*

Informatics Services Corporation (ISC) – Tehran, Iran

- Supported Local Area Networks (LAN) and installed enterprise servers across extensive bank branches.
- Configured, optimized, and troubleshoot Cisco Layer 2 Switches and enterprise Routers.
- Worked directly with Hughes VSAT Systems for branch satellite communications.
- Improved incident response and operational efficiency through proactive monitoring and optimized NOC processes.
- Implemented centralized Out-of-Band management for more than 200 network and security devices.
- Designed resilient data center and disaster recovery architectures for mission-critical banking services.
- Led enterprise network operations supporting critical national financial infrastructure with high availability.

ACHIEVEMENTS

- Head of Network Operations Center (NOC), which I created to facilitate communication between different operational departments, addressing time-constraints and increasing corporate efficiency.
- Worked with a team to develop a data center focused on mobile payments, debit and credit card transactions, and autopayment deliveries.
- Founder and point-person of a data center that became a vital connector of the six major banks of the nation.

TECHNICAL PROFICIENCY

Hardware:	Cisco ASR, Cisco 2921/3945, Cisco 4948E/3750X/3560X/2960, Cisco ASA, FWSM, IPS, MARS, Juniper SSG, Netscreen, SRX, Cisco 6509, NAM, Cisco Nexus (7k/5k/2k) family switches.
Software & Tools:	Cisco Prime LMS, Cisco Security Manager, IPS Manager Express, ASDM, ManageEngine Firewall & Log Analyzer, WhatsUp Gold, SolarWinds, Secure ACS, Wireshark, PRTG, GNS3, EVE-NG, VMware.

Networking Core: TCP/IP, GRE IPsec, vPC, GLBP, HSRP, NTP, TACACS+, RADIUS, OSPF, VRF, BGP, FabricPath, MSTP, VSS, VDC, FCoE, FC, ESXi Virtualization, Quality of Service (QoS).

TRAINING & CERTIFICATIONS

- **Cisco Certified Network Professional (CCNP) - Enterprise (Achieved via ENCOR 350-401 & ENARSI 300-410)**
- Cisco Certified Specialist - Enterprise Core
- Cisco Certified Specialist - Enterprise Advanced Infrastructure Implementation
- CCNP (Route & Switch) & CCNA / CCNA Security
- Cisco Data Center Unified Fabric (DCUFI)
- Cisco Securing Network with ASA Fundamentals (SNAF)
- VMware ESXi & Linux LPIC-1 (Certificates of Completion)

EDUCATION

Azad University, Central Tehran Branch

Bachelor's Degree in Computer Hardware Engineering (1997 – 2002)

LANGUAGES & INTERESTS

Languages: English (Professional), Persian (Native)

Interests: Cycling, Badminton, Reading