

# CHARLOTTE MAY

## Senior Network Engineer

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📍 Portsmouth, South Africa

### SUMMARY

Enthusiastic and experienced Senior Network Engineer with a proven track record of designing and implementing innovative network solutions. With over 8 years of experience in SD-WAN, Cisco, Meraki, Checkpoint, and VMWare, I have successfully delivered end-to-end infrastructure and networking projects for diverse clients. I am passionate about problem-solving, providing leadership, and collaborating with stakeholders to align network solutions with business goals. I am proud of my achievements in implementing disaster recovery plans, leading network transformations, and developing automated monitoring systems. With strong technical skills and a customer-centric approach, I am ready to contribute to a dynamic and growing organization in a fully remote capacity.

### EXPERIENCE

#### Senior Network Engineer

2022 - Ongoing

##### ACME Networks

London, UK

Designed and implemented SD-WAN solutions for global enterprise clients, resulting in cost savings of over \$500,000 annually.

- Upgraded network infrastructure for a multinational company, optimizing network performance and reducing downtime by 25%.
- Led the migration of network systems to a cloud-based solution, resulting in improved scalability and flexibility.
- Collaborated with vendors to evaluate and select new network technologies, improving overall network security and efficiency.

#### Network Engineer

2017 - 2022

##### Tech Solutions Ltd.

Bristol, UK

Managed network operations for a large IT service provider, supporting over 200 clients and ensuring high availability of network services.

- Implemented network monitoring and troubleshooting processes, reducing response time to network incidents by 50%.
- Designed and implemented robust network backup and disaster recovery solutions, ensuring business continuity for clients.
- Collaborated with cross-functional teams to plan and execute network upgrades, resulting in improved network performance and scalability.

#### Network Administrator

2015 - 2017

##### NetCo

Southampton, UK

Maintained and supported network infrastructure for a mid-sized healthcare organization, ensuring secure and reliable network connectivity.

- Implemented network segmentation and access control measures, enhancing network security and compliance with healthcare regulations.
- Upgraded network switches and routers to support higher bandwidth requirements, improving network speed and performance by 50%.
- Provided technical support and troubleshooting for network issues, resolving 90% of incidents within SLA.



### MY LIFE PHILOSOPHY

Success is not the key to happiness. Happiness is the key to success. If you love what you are doing, you will be successful.

### STRENGTHS

#### ★ Problem Solving

Successfully resolved complex network issues resulting in improved network performance and increased customer satisfaction.

#### ★ Leadership

Led cross-functional teams on network infrastructure projects, ensuring successful implementation within deadlines and budget.

#### ✍ Collaboration

Worked closely with stakeholders, including C-suite executives, to gather requirements and align network solutions with business goals.

### SKILLS

Cisco · SD-WAN · Meraki ·

Checkpoint · VMware ·

Network Design · Infrastructure ·

Troubleshooting ·

Project Management