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**Joseph Roberts**

**Professional Summary**

**Network Technician** and Higher National Diploma level – NVQ Level 6/ RQF/FHEQ Level 5 in Industrial Design with a background in service engineering, project manage within telecom based infrastructure, for twelve years that includes cable installations/fibre network tasks, skilled troubleshooting network problems. Experience of network proprietary systems, problem Solving, fully developed strong analytical and diagnostic skills with fault finding capabilities at both system and component levels.

**Experience**

January 2018 to Date

**Network Technician** **Kelly Comms Ltd**

* Play a key role in providing fibre connectivity onto the copper network with managed installations in Business and Residential homes & Offices
* Working independently in Primary Connection Points countrywide, maintaining and installing wired networks of varying types.
* Brought fibre service online by establishing synchronisation, confirmed the speed of the fibre connectivity and reinstated dial tone where required.
* Troubleshoot any faults derived from testing the WAN
* Delivered service Enablement within telephone exchange settings
* Investigated and resolved performance issues, demonstrating strong diagnostic skills across multiple platforms
* Responded to system hardware/software error messages and hardware configuration problems.

In addition to this my work also encompassed installations and configuration of computer hardware operating systems and applications monitor and maintain computer systems and networks, I hold discussions with client stakeholders and staff members through a series of actions, either face-to-face or over the phone, each day to help set up systems or resolve issues troubleshoot system and network problems, diagnosing and solving hardware or software issues, whilst dealing with faults appropriately by serviceable repair or replacement of parts as required. I provide support, including procedural documentation and relevant reports and follow diagrams and written instructions to repair a fault or install a new system. I Worked continuously on a task until completion (or referred problematic issues to a third third party consultant, where appropriate). I prioritise and manage many open cases at one time and rapidly establish a good working relationship with customers and other tech professionals.

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Jul 2015– Dec 2017

**Service Enablement Engineer**  **British Telecommunications**

Primary help support systems and network infrastructure, providing telecom solutions on behalf of the network provider.

* I specialised in the hardware networking infrastructure, providing the transmission of analogue and data transmissions to the external network via a variety of methodology.
* Proactively identified and deliver on demand, service level agreements for serviceable networks that included fibre, broadband networks and tested upon delivery of service Enablement related to TCP/IP networked solutions, including hardware mainframes.
* I also supported clients during 24-48 hours recovery installation, taking lead role in Bulk Migrations.

March 2011 – July 2015

**Field Service Engineer**  **British Telecommunication**

Customer facing role working in remote/urban areas within households and business premises across the locality and wider areas of the United Kingdom

* Problem-solved issues with PC clients, Server hardware/software & mainframe
* Predominantly worked at height, within underground networks, and various network infrastructure in specialised buildings
* Handled specific tools as well as typical construction equipment to aid with varying installation and repair tasks.
* Trouble shooter and I integrated my knowledge and useful industry techniques to solve problems by testing, calibrating and diagnosing faults across large distances. I found many solutions to fix numerous types of fault conditions.

Experiences related to this role gave way to working on commissioning/installations/patching and modifying the network. Monitoring all master hardware and performance consoles. Resolving issues with DPU gateway, hubs, routers and switches, AS400’s and voice response systems.

Nov 2006 – Mar 2011

**Business Account Manager**  **British Telecommunication**

Working in a team of sales managers with strong organisational and leadership skills in building, managing, coaching and motivating cross-functional virtual teams to achieve ambitious sales goals.

* Strong empathy towards building solid, long term business relationships with a customer – orientated focus at board level. I was responsible in answering some clients and consultants concerns when considering deals such as Unified Communication or Converged Solutions
* Well-developed interpersonal skills, with flair to ask the right questions, listen, analyse and creatively use information for highly effective negotiation experience from fielding up to 35 calls and conversations daily.
* Ability to identify, create and map customer business needs against a sales value proposition and then translate this back through effective go to market sales strategies
* First-hand experience of strategic business development planning with strong commercial acumen

**March 2003 to July 2006**  – Recruitment Consultant, Project ASC Nursing & Care Services Ltd

**January 2001 to March 2003**  – Recruitment Consultant, Aptus Social Care Services Ltd

**June 1999 to January 2001**  – Clerk, Harley Street, Medical Oncology

**July 1997 to June 1999**  – Clerk, NHS Trust St Bartholomew's Hospital

**October 1995 to July 1997**  – Administrator/Telesales, Manpower Plc

(I took a year out between studying for my degree in September 1993).

**September 1992 to July 1993 –** Crew Member, McDonald's Restaurant

**Aspirational Skills & Development**

* Training to acquire qualifying skills for CISCO/CompTIA/Advanced (UNIX; LINUX; Mobility) Certified Cisco Network Professional, (Troubleshoot); Certified Cisco Network Administration, (Voice; Security; Wireless) & Cisco Certified Design Associate qualification.
* MS Windows, Apple Operating Systems
* Full clean driving license