# Charles Aboke

**Network Engineering & Administration | Network Security & Cybersecurity**
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8 Years of strong experience in IT Projects Management , Network & Security (LAN,VLAN/WLAN/WAN) and Technical Support for Service Providers , Startups and Large Businesses.

#readytowork

Authorized to work in the US for any employer

## Work Experience

### IT Network & Security Consultant
105th Management Company Inc. - Oakland, CA
May 2020 to May 2020

• Configuration, Deployment & Administration of the Wireless Infrastructure (Ubiquity Unifi Pro, Netgear Orbi, TP Link Repeaters)
• Configuration, Deployment & Administration of the Core Switch (Aruba 2530-48G) , Router (Cisco RV325 , Cisco 1921) and Edge switches (Aruba 2530-48G, Trendnet)
• Configuration , Deployment and Administration of Servers (Windows Server 2019 , MyCloud PR4100)

• Configuration, Deployment and Administration of IP Phones (Grandstream)
• Administration of Analog & IP Cameras , NVRs, DVRs
• VPN Deployment
• Ports Forwarding
• Network devices Monitoring and Alerts Notifications with Nagios & PagerDuty
• Mobile Devices Management with Airwatch
• Management of software installation on MacOS machines with munki.
• Management of users Access and Authentication with Okta.
• Cybersecurity Operations
• Training
• IT Projects Management with Trello

### IT Consultant
HiCharly LLC - Pittsburg, CA
January 2020 to March 2020

• Administration and setup of all user accounts to access the network and email.
• Setup and support all network equipment including Routers , switches, Firewalls , Wi-Fi access points, servers, PC's, printers and LAN equipment.
• Daily and monthly backups of servers ensuring data integrity.
• Installations of phones, phone lines and troubleshooting problems with telephone communications.
• Installation and troubleshooting problems with all software installed on the company computer equipment.

- Technical support to users by email , phone and slack.
- IT Security awareness training to employees.
- Cloud networking
- Network Automation
- Management of software installations on MacOS machines with Munki.
- Project management with Trello.
- Windows and Mac MDM (Mobile Device Management) with Vmware Airwatch.
- Users Identity and Authentication management with Okta.

- Key Project 1 Completed : Deployment of an automation system to restart failed network devices or failed services. This automation is used to automate a response or task instead of manually restarting a device or a service.

- Key Project 2 Completed : Automation of a System security scans. This automation is used to conduct security scans of devices, databases, or systems within the network infrastructure automatically.

## Network Operations Analyst
Common Networks (Internet Service Provider) - San Francisco, CA
August 2019 to January 2020

- Configuration and troubleshooting of wireless network devices, computers, printers, routers , firewalls and switches.

- Technical support to users by email , phone and slack.
- Management of customers and employees issues via Zendesk Ticketing system.
- Participating in on-call response rotation.
- Identifying, logging, tracking and escalating any network deficiencies to products and engineering teams.
- Monitoring and maintaining the network nodes , relays and sources.
- Identifying, logging, tracking any network deficiencies With PagerDuty
- Management of software installations on MacOS machines with Munki.

- Assisting Network field technicians for advanced Troubleshooting out in field and remotely
- Testing and assessing new network devices and appliances prior to field implementation
- Cloud networking
- LAN & WAN Design and Deployment.
- IT Security awareness training to employees.
- Project management with Jira.
- Network Automation
- Windows and Mac MDM (Mobile Device Management) with Vmware Airwatch.
- Users Identity and Authentication management with Jump Cloud.

- Key Project 1 Completed : Deployment of a LAN Network with Redundancy by using HSRP Protocol for high availability of internet access.

Tasks completed on this project:

- LAN IP network design

- Network Topology Diagram
- Installation of 2 Cisco 2950 Switches
- Configurations of 2 Cisco 1921 routers to setup high availability with HSRP.
- Configuration of LAN PCs for appropriate gateway parameters.
- Verification , testing and commissioning

- Key Project 2 Completed : Design and Deployment of a WAN network between two remote branche offices and one main office via wireless nodes.

Tasks completed on this project:

- IP network design for WAN and LAN.
- Routing configurations on 1 Cisco 2611 XM router (for main office) , 2 Cisco 1921 (for branches) router for WAN communication.
- VLAN configuration for end to end LAN communications between the offices by using 802.1q Encapsulation.
- Verification , testing and commissioning

- Key Project 3 Completed : Automation of data backups. This automation is helping to make sure that backups are happening regularly so we never lose critical network data. Improve network security by automating backups to save to another location off the main server.

- Key Project 4 Completed : Automation of Employee onboarding and offboarding. This automation is helping to create or remove users in Active Directory, as well as set up or remove employees automatically in other key business systems.

- Key Project 5 Completed : Automation of Network configuration and provisioning.This automation is helping to Change or update device configuration settings automatically to ensure consistency across your network. Configure new switches, routers, and firewalls so they're set up correctly by the time of deployment. Make changes to routing, shut down unused switch ports, or change device configuration settings.

- Key Project 6 Completed : Automation of Performance monitoring. This automation is used to Automate manual activity related to day-to-day network performance monitoring. Grab last-known good performance data, or periodic captures of infrastructure performance metrics.

- Key Project 7 Completed : Automation of Telnet connectivity to Cisco routers and Cisco switches.

### Network Field Technician
Common Networks (Internet Service Provider) - Alameda, CA
June 2018 to August 2019

- Sites Survey.
- Installation , Configuration and Troubleshooting of network devices (Routers, Firewalls, Switches, Access points, Printers , Computers, mobile devices) in a wireless mesh network for commercial buildings , single family homes and Multiples Dwelling Units High speed Internet Access

### Wireless Technician
Alpha Omega Wireless (LAN & WAN Service Provider) - Sacramento, CA

October 2017 to May 2018

• Sites Survey for wireless outdoor devices connectivity.
• Installation, Configuration and Troubleshooting of Wireless devices (CPEs, Radios, Broadband Routers, Wi-Fi access points) for Residential and Business customers.

Key Project Completed : Deployment of a secured Home wireless network for an office remote access.

## Technical Support Engineer
VipNet (Internet Service Provider)
January 2012 to October 2016

• Configuration of wireless network devices, including servers, Firewalls, routers and switches.
• Troubleshooting of network issues.
• Technical assistance to customers and employees by email , phone and slack.
• Participating in on-call response rotation.
• Identifying, logging, tracking any network deficiencies With PagerDuty.
• Windows and Mac MDM (Mobile Device Management) with Vmware Airwatch.
• Users Identity and Authentication management with Jump Cloud.
• IT Security awareness training to Employees.
• Project management with Trello.
• Assisting Network field technicians for advanced Troubleshooting out in field and remotely.

• Key Project 1 Completed : Design and Deployment of a cloud network for a software development organization with 100 users.

• Key Project 2 Completed : Internet usage control using access control techniques. On a network infrastructure of 200 users ,all the users access internet through a Cisco 1921 router . It was observed that the internet usage was very high which created problems like slow internet, expensive internet bills etc. An access control technique has been implemented to allow only browsing traffic and all other traffic to be blocked.

• Key Project 3 Completed : Design and Deployment of a VPN Network with different branches.
The main office in San Francisco, one branch office in London in UK and the second branch office in Bangalore, in India. The main office has an Email server and a File server.

• Key Project 4 Completed : Rogue DHCP Server Detection System. The project understands the security issues of a rogue dhcp server and develops a technique by which rogue dhcp servers can be detected on a network using port scanning. The project demonstrates how scanning techniques can be used to detect rogue dhcp servers on the network.

• Key Project 5 Completed : Design and Deployment of a VLAN network with restricted internet access of a software development company. This organization has three departments : development, testing and trainee and a high speed internet connection.

The trainee department should not have access to internet browsing, but all other communication should be allowed on the internet. The users in all the departments should have inter access communication with each other. All the departments should be on different IP networks.

• Key Project 6 Completed : Deployment of a Network Security System for a Backup Server.

The project report aims to implement network security system for a Backup Server for an hotel.This hotel has a backup server, which is currently on its network. Apart from basic protection like antivirus on the server, there are no other security implementations from a network perspective. The backup server and the users are all on the same subnet. The project understands the security issues in the design and suggests improvement plan by modifying the network infrastructure and implementing appropriate security configurations in the network.

## Education

**Post Graduate Diploma in IT Infrastructure Management System**
Sikkim Manipal University (India)
2011

**Bachelor's Degree in Computer Science validated by The Trustforte Corporation , New York**
HEC - IIHT (Indian Institute of Hardware Technology)
2010

## Skills

- Customer facing operations
- VPN
- Network Firewalls
- Active Directory
- LAN
- Computer Networking
- Network Support
- Routing Protocols
- Linux
- TCP/IP
- DNS
- DHCP
- WAN
- Network Monitoring
- VoIP
- Mac OS
- Microsoft Office
- IPsec
- Wireless
- VoIP
- Help Desk
- Windows OS
- Network Infrastructure
- Microsoft Windows Server
- Microsoft Exchange
- G Suite

- Nmap
- Nessus

## Certifications and Licenses

**Riverbed Technical Sales Specialist Wireless LAN**
March 2018

**Siklu Etherhaul Installation & Setup**
November 2017

**Xirrus Certified Wireless Technician**
November 2017

**Radwin Wireless certified installer**
January 2014

**Cisco Certified Network Associate (CCNA), In progress ...**

## Additional Information

- Detail-oriented -- quality and precision-focused
- Team-oriented -- cooperative and collaborative
- Problem solver
- Dynamic and Punctual
- Ability to work under pression