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##### ***PERSONAL PROFILE***

A Technical Services Consultant who is completely focussed on providing an amazing customer experience. Most of my experience over the last 22 years in the IT sector has been providing consultancy within Cisco Unified Communication and Collaboration (UC&C) and networking space for various customers across UK and Europe. Experience ranges from consultancy, solution design, project delivery and product support for clients of various sizes. My clients have been Cisco Gold, Cisco Systems Advanced Services (AS) Team, Service Providers, software development companies and various end clients from the private through to the public sector.

Working with cross-functional teams, vendors, suppliers and third parties comes second nature to me. Thrive in an intensive, innovative and fast paced environment. Enjoy building strong relationships and sharing knowledge with colleagues and clients. Immersing myself in the latest technology and ideating the best solutions for the client is what I'm about and is exactly what keeps me driven. I believe that understanding the clients pain points or challenges, proposing solutions which help solve them or make intelligent business decisions, is the key to improving customer experience and becoming their trusted advisor.

Over the last couple of years, I have re-certified my Cisco Certified Network Associate, achieved the Cisco Devnet Associate and Cisco Collaboration Specialist certifications. I have a strong passion for Artificial Intelligence (AI), the way it is changing our future and recently invested and passed the Oxford Artificial Intelligence Programme. It was an interesting course which cover the history, technical, ethical, legal and business aspects of AI. Currently working towards a data science professional certification as I believe data literacy will be a key skill for the future of work.

#### **INTERESTS**

#### I’ve recently completed the Oxford Artificial Intelligence Programme, which was a six-week online course with Said Business School, University of Oxford. Next course on the agenda is Andrew Ng’s latest course on Machine Learning (ML).

#### Enjoy reading and learning about trends and shifts within the exponential tech space. Recent books I’ve read are AI 2041 (Kai-Fu Lee & Chen Qiufan) and Bold (Peter H. Diamandis & Steven Kotler) for the second time. Bernard Marr’s books are next on the reading list, some Financial Times books on Business Development/Strategy and Your Next Five Moves (Patrick Bet-David).

#### Attending networking events and constantly developing myself. Last one I attended was the London AI summit in June. The next one I am booked in for in the AI World Congress summit in October.

#### Learning and implementing physical and mental peak performance techniques. Recently read Relentless (Tim Grover), next on the list are The Art of Impossible (Steve Kotler) and Principles Life and Work (Ray Dalio).

* Family time and home-schooling my five-year-old daughter.

#### From a health and fitness perspective, I enjoy various martial arts and the feeling after a high intensity circuit workout or a long run.

###### **TECHNICAL SKILLS**

###### **Cisco Unified Communications & Collaboration -** Consultancy, Design, Implementation and support of the whole Cisco UC&C product portfolio (Cisco Unified Communications Manager, Cisco Unity Connection, Cisco Unified Presence/Jabber, Cisco Voice Gateways (SIP/H.323/MGCP/CUBE), UCCX/UCCE, Cisco Collaboration Endpoints (Audio/Video), Cisco Expressways C/E, WebEx, CMS/TMS, Cisco MCS, UCS B/C Series servers and Cisco’s Hosted Collaboration Solution).

**DevNet –** Whilst self-studying for this certification I gain knowledge of software development and design, Python Functions, Classes and Modules, HTTP basics, API’s for the Cisco Platforms development, deployment and automation.

**Networking -** Consultancy, Design, Implementation and support of Cisco network and security (Configuration of Cisco Routers and Switches, Cisco LANs (including IP addressing, subnetting, DHCP/DNS, Layer

2/3, VLANS and Quality of Service). Integration of infrastructure to WAN environments such as MPLS, ISDN, ADSL, and P2P WAN and Cisco Meraki.

**Data Centre -** Knowledge of Data Centre environments using Cisco B/C series servers.

***Microsoft*** Configuration and support of MS Windows Workstations and Servers/Active Directory. Microsoft Office suite and Visio.

***Others*** VMware ESXi, VMware vCentre, VMware Server.

IPFX Director PBX, Contact Centre, Voicemail, Presence, Attendant Console, Call Recording and Mobility.

SNMP tools HP Open View (NNM) and Cisco Works.

Remedy and WebEx (for support and collaboration).

An understanding of Business/Operation Support Systems (BSS/OSS).

Fortinet firewalls.

#### **EMPLOYMENT HISTORY**

Nov 2021 - Current Telefónica Tech UK&I Homebased/London

**UCaaS (Unified Communications as a Service) 3rd Line Engineer - CONTRACT**

Provide break/fix support for complex issues associated, but not limited to the whole Cisco UC&C product portfolio and the Telefónica Tech SIP Core Cloud:

* Working directly with customers using on-prem or cloud-based UC&C platforms, vendors and internal stakeholders as required.
* Deliver to customer SLAs for faults and changes.
* Follow Telefónica Tech and customer procedures to perform changes to live customer environment to resolve incidents as required.
* Provide after-hours support when needed.
* Follow a strict process for standard and emergency change control.
* Assist in identifying areas to improve operational efficiencies/customer satisfaction.
* Undertake escalated customer support queries and work through to resolution.
* Ensure adherence to ITIL principles.

May 2021 – Nov 2021 Redbox Homebased/Nottingham

**PBX/Contact Centre Engineer - CONTRACT**

Own all aspects of BAU and project support/strategy for the Redbox Development/QA lab environment:

* Various vendor lab solutions are used to test integration with the Redbox call recording product suite, such as Cisco Aura, Genesys, Mitel systems. Provided BAU and project support for these labs.
* The labs are hosted on an ESXi Hypervisor (version 6.7), I managed the virtual machine element and advised on the network infrastructure best practices, as it was mainly a Cisco network environment.
* Sat within Redox Product team and work very closely with the QA team, the Development team and IT.
* Work with suppliers to ensure projects were delivered, solutions were licensed and functioning as expected. Also managed all technical escalations at various tiers and 3rd parties.
* Review current builds and upgrade paths and provide recommendations based on best practices.
* Engaged in discussions with management and suppliers regarding the future roadmap and implementation strategies.

May 2020 - Nov 2020 Worcestershire Acute Hospitals NHS Trust Worcestershire

**Cisco Unified Communications Engineer - CONTRACT**

Provide consultancy for the Cisco Unified Communications estate:

* Carried out a full audit of the Trusts existing Cisco UC platform with regards to the health, End of Life, and Cisco’s best practices
* Provide BAU support for all issues, configuration requests and systems monitoring.
* Produced documentation for internal/external purposes, such as upgrade plans, justification for new hardware and any other issues or recommendations.
* Lab testing of current builds and upgrades (built a home lab to replicate the current live environment and carried out test upgrades).
* Technical design/review of solutions that can integrate and improve the current platform and were in line with Cisco strategy/roadmap.

Nov 2018 - Jan 2019 Intuitive Systems and Networks London/Home

**Technical Consultant - CONTRACT**

Brought in as a trusted advisor (based on recommendation) to audit, document and provide consultancy for one of their client’s existing network infrastructures for the following technologies:

* LAN (Cisco/Meraki) - Documented the existing as-is state (physical/logical), End of Life, configuration, and management of best practices, QoS, VLAN's, device hardening, etc.
* WAN (Cisco MPLS) - Circuit types, link utilisation, line terminating kit suitability, solution limitations, proposed recommendations, etc.
* Wireless (Meraki/Ubiquity) - SSID's (how configured/secured), as-is build documentation, best practice, suitability for use, proposed recommendations, etc.
* UC&C Servers (Cisco CUCM, IM&P and Unity Connection) - Reviewed general Cisco UC server health, End of Life, UCS server chassis analysis, ESXi Hypervisor and VMware machine states, and recommendations for the upgrade, checked if the deployment was in line with Cisco best practice, proposed recommendations, etc. GAMMA SIP integrated via Claranet MPLS.

Oct 2016- Jan 2017 Vodafone Newbury/Home

**Solution Architect - New Product Development Team - CONTRACT**

Provided Business Requirements Specification (BRS) responses for three specific projects for Vodafone's Cisco Hosted Collaboration Solution (HCS) platform which hosted 50,000 end users. Projects I was accountable for:

* Call security and encryption - Produced a 50+ slide presentation on the subject, the benefits of implementing it and the impact it would have on the Vodafone Cisco HCS platform.
* Call recording solution - Carried out vendor evaluations from a features and functionality perspective.
* E-fax solution - Carried out vendor evaluations from a features and functionality perspective.

Mar 2015- Jun 2016 Cisco Systems Reading/Home

**Network Consulting Engineer (NCE)/High Touch Technical Escalation Engineer (HTTE) - CONTRACT**

Provided consultancy and escalation support for a major Service Provider's (Vodafone) Cisco HCS platform. Roles and responsibilities:

* Initially the primary individual who carried out Network Ready for Use (NRFU) testing on the Service Provider site for the Phase 1 of a major local government client deployment for the first six weeks of the contract.
* Promoted to HTTE role for the same Service Provider's Operations teams based in the UK and Spain. The role was quite challenging as I was responsible for managing all technical escalations for all major incidents/faults.
* Attended quarterly customer Ops reviews in Spain with The Cisco High Touch Operations Manager (HTOM) and the clients Ops Management team to ensure all concerns/challenges are addressed accordingly.
* Proactively made recommendations back to Cisco's project and management teams on lessons learnt to improve service delivery moving forward.
* Responsible for the Day 2 Lab support for specific Cisco HCS product functions, new feature configuration and testing issues raised by the client. Responsible to make the initial assessment if the problem was down to configuration, software bug, supported or unsupported by TAC.
* Confirm of roadmap and future support of the specific issues/features with the relevant internal teams within Cisco.
* Responsible for the design and delivery of the HCS Security Alert Service to the Service Provider (SP).
* Also took part in service reviews with the SP and made recommendations back to Cisco's management team to improve and standardise the service.

Nov 2014-Mar 2015 Softcat Marlow/Home/Client Site

**Cisco Unified Communications Consultant**

Provided consultancy around the Cisco Unified Communications and Collaboration product portfolio for various customers across the UK. Responsibilities include:

* Provided consultancy for the design, installation and configuration of UC&C solutions for various clients.
* Products included Cisco Unified Communications and Collaboration product suite, third party software, and integrated 3rd party solutions in order to meet client requirements.
* Ensured design is in line with the manufacturer's best practices.
* Consulted directly with the Cisco systems engineers, account managers and pre-sales consultants to validate solution design and define scope of deliverables.
* Worked closely with sales teams and exec level for major tender responses.

Apr 2013-Nov 2014 Capita ITS Birmingham

**Cisco Unified Communications Specialist**

Employed by Capita as a Cisco Unified Communications SME, based at the Service Birmingham office within the Network Design and Development team. Solely responsible for the Consultancy, Design, Implementation and Management for the Birmingham City Councils Corporate Voice Cisco UCM cluster, which had approximately 13,500 registered IP phones. Responsibilities include:

* Provided consultancy for the design, configuration of the Cisco UC&C estate, third party software, and integrate 3rd party solutions in order to meet business and client requirements.
* Created Request for Proposal (RFP) documentation for break/fix support and maintenance contracts.
* Wrote the RFP for the upgrade/migration of the existing VoIP estate into a Hosted platform.
* Provided solutions to a diverse range of moderately complex problems.
* Performed integration of Vocera solution for the Library of Birmingham project.
* Troubleshooting of any network and firewall changes impacting the UC&C estate.
* Created the Statement of Requirements (SoR) for the On-Premise upgrade.
* Worked closely with Cisco product specialists and attended technical workshops.

Apr 2012-Apr 2013 BT IT Services Oxford/Home/Client Site

**Senior Unified Communications Engineer (Project Delivery)**

* Same responsibilities as the UC Engineer role below, promoted when management evaluated my skill set, experience and contribution to the team.

Oct 2008-Apr 2012 BT IT Services Oxford/Home/Client Site

**Unified Communications Engineer (Project Delivery)**

* Project lead for various UC projects across the UK
* Managed customer escalations.
* Responsible for the solutions acceptance testing, cutover and providing Go Live support.
* Low level design of UC solutions to meet client specific requirements.
* Designed/Implemented Cisco LANs (IP addressing, subnet, Layer 2/3, VLANS, QoS).
* Assisted Sales, Pre-Sales, and Project Management teams as and when required.
* Ensured technical project documentation and were completed for handover to support.
* Demonstrated flexibility and the ability to work under pressure to deliver solutions to tight deadlines.
* Carried outsolution designs, installations, and upgrades.
* Computer Telephony Integration (CTI) and SIP design/integration with 3rd party products.
* New product development/implementation of IPFX Director (IPFX's standalone PBX) deployments for the last two years within this role, working closely with my Team Manager, Head of Department and Sales teams. I was the SME and the primary point of escalation for this product suite for BT IT Services delivery and support engineering teams.
* Worked closely with the IPFX support team and their QA manager for latest version release testing.
* Product Admin, Operator, Agent and User training for clients and internally.

Apr 2008-Oct 2008 BT IT Services Oswestry, Shropshire

**Unified Communications Engineer (Support Services)**

* Provided the same technical support as I worked on at the Service Desk role below, without all the admin and support desk tasks.

Jan 2007-April 2008 BT IT Services Oswestry, Shropshire

**Service Desk Engineer (Support Services)**

Proved myself within the company and secured this role.

* Provided Cisco/IPFX UC&C 1st, 2nd and 3rd line technical support for a 2000+ customer base.
* Replacement of Cisco and hardware at customer sites/data centres.
* Remote and on-site resolution of faults and major escalations.
* Liaised with 3rd party vendors and support teams.
* Handled calls and emails received on the Support Service.

Oct 2005-Dec 2006 BT IT Services Oswestry, Shropshire

**Network Support Analyst (Managed Services)**

This was my first Cisco role.

* 1st/2nd line network support (24x7 rotas) in a very busy NOC environment.
* Responded to Node/Interface alarms, raised support tickets using Remedy.
* Adhered to strict SLA’s and in accordance with security and quality standards.
* Network monitoring using HP OpenView and config collection using Cisco Works.
* Supported and implemented change requests to Cisco routers, switches and Fortinet firewalls.

May 2002-Oct 2005 Broadway School & 6th Form Birmingham

**Senior ICT Support Technician**

* Supported PC/Server hardware/software and Network Infrastructure.

***May 2001-May 2002 Cap Gemini Ernst & Young Birmingham***

Technical Support Analyst

This was my first technical role. Contracted to support 23,000 Price Waterhouse Coopers users.

* Supported PC hardware, Windows and Lotus Notes software and Network Infrastructure.
* Logged calls via Remedy call logging software.

## CERTIFICATION/TRAINING HISTORY

***Apr-Jun 2022*** Oxford Artificial Intelligence Programme (Online programme with University of Oxford) (Cert)

***Feb 2022*** Cisco Certified Specialist – Collaboration (Exam 350-801) (Cert)

***Apr 2021*** Cisco Certified DevNet Associate (Exam 200-901) (Cert)

***Dec 2020*** Cisco Certified Network Associate (Exam 200-301) (Cert)

***April 2016*** Business Development Training (Carried out by Dent)

***Jan 2015*** Implementing Cisco UCM Part 1 (Exam 642-447)

***Dec 2014*** Cisco Certified Network Associate (Exam 640-461) (CCNA Voice Cert)

***Nov 2014*** Cisco Certified Network Associate (Exam 200-120) (CCNA R&S Cert)

***Jan 2013*** UCCX Introduction (In-house training at BT IT Services)

***Oct 2012*** UCS C Series Servers (In-house training at BT IT Services)

***Apr 2008*** CCIE Voice written (Exam 350-030)

***Oct 2007*** Implementing Cisco Quality of Service (Exam 642-642) (CCVP Cert)

***Sept 2007*** Gateway Gatekeeper (Exam 642-453)

***Sept 2007*** IP Telephony Troubleshooting (Exam 642-425)

***Aug 2007*** Cisco IP Telephony for Release 4.x (Exam 642-444)

***May 2007*** Cisco Voice Over IP (Exam 642-432)

***Feb 2007*** Arc Helpdesk Course for version 4.1

***Jan 2007*** IPFX Client/Server installation/support (3 day in house training by IPFX)

***Dec 2006*** Building Cisco Multilayer Switched Networks (CCNP Exam 642-811)

***May 2005*** Cisco Certified Network Associate (Exam 640-801) (CCNA Cert)

***Dec 2002*** Cisco Certified Network Associate (Instructor led training)

***Feb 2001*** Implementing and supporting MS Win NT 4.0 Server (MCP)

***Nov 2000*** Implementing and supporting MS Win NT 4.0 Workstation (MCP)

***Aug 2000-Feb 01*** Administrating/Supporting MS Win NT 4.0

***EDUCATION***

***Handsworth College Birmingham***

***1993-1995*** Btec National, Business & Finance.

***Holyhead School Birmingham***

***1988-1993*** GCSEs including English, Maths and Science.