**SUMMARY OF QUALIFICATIONS**

* Solutions oriented IT professional with over 10 years’ experience in enterprise networking, security and incident management
* Proficient in designing and implementing enterprise network and security solutions
* Extensive skill with routers and switches in multi-site, multi-platform, multiple-protocol network (including virtualized) environments
* Excellent troubleshooting skills including ability to diagnose, resolve problems and provide end-user support for installed systems and applications
* Excellent verbal and written communication skills with the ability to interact professionally with multiple business units and all levels of staff
* Adept at facilitating technical and user training as well as developing manuals and implementation documents

**TECHNICAL SKILLS**

LAN/WAN, TCP/IP, Wi-Fi (Cisco and Aruba), Cisco routers and switches, Nortel Avaya switches, Firewalls (Cisco ASA, Juniper, Fortigate, Checkpoint, Palo Alto, Mcafee Sidewinder), Routing Protocols (OSPF, BGP, RIP) TACACS, RSA, Visio, Network monitoring/management (Appneta Pathview, CA eHealth, Solarwinds, Tivoli Netcool, WhatsUp Gold, Cisco Prime, Netscout, OPNET Acelive, Lucent Vitalnet, Infoblox, Wireshark, Ciscoworks, PRTG), Load Balancers (F5, Cisco ACE, CSS, GSS), Riverbed WAN Optimizers, Windows, Red Hat Linux

**EDUCATION & CERTIFICATIONS**

**3D Animation Diploma,** Digital Arts Technology Training Institute, Sydney, NS - 2012

**CCNA –** 2003**, MCP** - 2000

**Bachelor Degree in Economics,** University Of Lagos - 1997

**PROFESSIONAL EXPERIENCE**

**RBC ROYAL BANK - TORONTO, ON**

**Network Telecommunication Analyst** Aug 2017 – Present

* Performed network troubleshooting and traffic analysis using Netscout nGenius, Infinistream and network taps
* Implemented hardware replacements and configuration changes on Netscout Infinistream probes
* Generated customized network performance and utilization reports for end users and stakeholders as requested

**TORONTO TRANSIT COMMISSION - TORONTO, ON**

**Network Analyst (Security)** Oct 2016 – Aug 2017

* Responded to network incidents including client/server connectivity, 3rd party connectivity to the TTC network, wireless access and email incidents
* Implemented firewall changes on Checkpoint firewall; assisted in the migration of the email gateway platform from Mcafee to Cisco Ironport
* Provided support to server and application deployment teams for different environments including load balanced (F5) and virtualized environments
* Performed network troubleshooting and traffic analysis using Netscout nGenius

**SCOTIABANK - TORONTO, ON**

**Senior Network Analyst** Feb 2015 – Oct 2016

* Provided level 2 support to Scotiabank’s local and wide area networks consisting of over 5000 remote sites and multiple 3rd party connections
* Provided support and performed troubleshooting on load balanced (F5, CSS, GSS) server related issues
* Provided daily and on-call support to the Network Operations Centre and responded to escalated network incidents in production and test environments
* Implemented scheduled network and security changes including firewall rules (On Fortigate, ASA and Juniper firewalls), router/switch deployment and configuration
* Implemented IOS upgrades on routers, switches, firewalls and Riverbed WAN Optimizers
* Performed extensive and detailed network troubleshooting and diagnostics using various tools including Cisco Prime, Appneta Pathview, eHealth, Solarwinds, Wireshark and WhatsupGold
* Used Riverbed Steelhead to performed packet capture used in troubleshooting LAN performance issues as well as isolating top talkers on network

**CANADAPOST GROUP (INNOVAPOST) - TORONTO, ON**

**Network Engineer L2** May 2014 – Feb 2015

* Responded to network outages/incidents and performed troubleshooting, incident tracking, escalation and followed up with end-clients and other support teams to ensure resolution
* Interfaced directly with Vendors/Customers on a regular basis to troubleshoot events as well as provide remote assistance to end users and remote IT support staff
* Followed communication procedures to notify appropriate group managers and departments of service impacting incidents. This included escalation status notification to all affected parties and Incident Manager

**ROGERS COMMUNICATIONS - BRAMPTON, ON**

**Network Analyst (Night Shift)** Mar 2013 – Dec 2013

* Provided technical support to Field/Head-end Technicians while implementing changes on Cisco UBR10K Routers, Edge QAMS, Cisco RF Gateway, Line cards, physical nodes and cables
* Performed backend configuration and post-implementation testing on multivendor platforms (including Cisco and Linux ) while migrating customer network nodes to a new CMTS platform
* Improved end user upload/download speeds by implementing upstream channel widening, creating bonding groups for Docsis3 and Docsis2 RF Channels, and configuring fiber nodes for downstream traffic

**PEPSICO CANADA - MISSISSAUGA, ON**

**Network Analyst** Feb 2013 – July 2013

* Coordinated with end-clients, service providers and field techs during the migration of the corporate MPLS WAN from Allstream to Bell; updated all Visio diagrams to reflect changes in WAN circuits, hardware, IP Addressing etc
* Configured and performed IOS upgrades for over 150 devices (Cisco routers and switches)
* Provided level 2 network support to corporate LAN users based on escalated incidents

**IBM CANADA - MARKHAM, ON**

**Network Support Specialist** May 2012 – Sept 2012

* Provided tier 2 support to corporate end-client (Scotiabank) and performed advanced troubleshooting on routers and switches and Riverbed WAN Optimizers
* Provided remote support to the NOC and field engineers
* Actively monitored open incidents, doing regular follow ups and taking necessary actions to ensure timely resolution

**TD BANK - TORONTO, ON**

**NOC Network Analyst** Nov 2010 – May 2012

* Configured over 2000 routers and performed post-implementation testing and reporting in the migration of the corporate MPLS network from Telus to Bell
* Performed advanced network troubleshooting on multiple routers, switches, firewalls (ASA, Palo Alto) and load balancers (Cisco CSS and GSS)
* Provided tier 2 support to frontline helpdesk technicians and onsite engineers

**THE BYNG GROUP - VAUGHAN, ON**

**Network Administrator** Oct 2009 – Oct 2010

* Provided data network and voice support over 50 corporate users and mobile workers
* Performed network monitoring, troubleshooting and security administration
* Supported a Windows 2003 Active Directory domain and MS Exchange 2007
* Administered and supported NEAX IPS 2000 IP telephony and voicemail system

**UBA GROUP**

**Enterprise Network/Security Engineer**  Mar 2007 – Dec 2008

* Collaborated with IBM Global Consulting Services to deploy a 2M USD DMZ (Cisco PIX and Checkpoint) to protect the network from external attacks
* Configured and installed over 50 routers and switches during WAN revitalization project
* Participated in change management meetings prior to implementation of changes to agree on objectives and impact and to facilitate compliance
* Developed Business Continuity and Disaster Recovery Plans (BCDRP) to ensure continued operations in the event of a disaster
* Implemented rules and performed advanced troubleshooting on multiple firewalls (Including Checkpoint, Cisco PIX and Cyberguard)
* Developed and facilitated basic networking training for cross functional support teams
* Scheduled and performed simulations, tests and final implementation of upgrades and fixes

**21 CENTURY TECHNOLOGIES LTD**

**Project Engineer - Networks**  Mar 2006 – Mar 2007

* Collaborated with Siemens to Establish a high speed fiber optic link between Central Offices
* Installed and administered communication technologies such as P2P E1, Microwave, Fiber and VSAT to connect client branches to head offices
* Supervised the trenching, ducting and laying of fiber optic cables in the city

**ECOBANK GROUP**

**Network/Systems Engineer**  Jul 2001 – Feb 2006

* Improved system stability by implementing Windows NT 4.0 Domain Structure in place of the workgroup model and initiated key bandwidth management initiatives
* Provided end to end Computer and Network Support for 1000+ users
* Implemented and maintained network perimeter security using Checkpoint firewall,
* Oversaw vendors and service providers to ensure adherence to service level agreements
* Developed and facilitated training for regional IT staff to provide support at the remote branches
* Configured and installed Cisco routers for the connection of remote branches to head office
* Scheduled regular client/server maintenance including backups and upgrades