

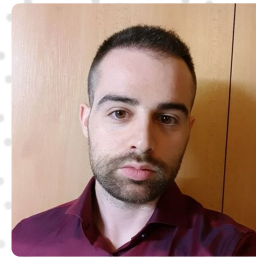
# PANTELIS IOANNOU

## IBM Network Engineer

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Brno, Czech Republic



## ABOUT ME

During my studies I focused a lot in networking and network security and I had my first experience with Cisco equipment during my internship. I live in Czech Republic since September 2018 and I have worked for AT&T and IBM.

## EXPERIENCE

### GTS Tier 2

#### AT&T

09/2018 - 07/2019 Czech Republic

Global Technical Support - Tier 2

- Monitoring of the MPLS network and acting proactively to alarms, initiating and controlling the repair process.
- Troubleshooting mainly Cisco and Juniper devices.
- Real time troubleshooting routing issues and network packet drops and delay.
- Working remotely with field engineers with end to end tests, remotely/loop testing, router/parts replacement, switch, probe and module replacement.
- Troubleshooting different kind of medias such as Ethernet, Fiber, DS1, DS3 on a LAN and WAN environment.

### Network Engineer

#### IBM

08/2019 - Ongoing Brno

Network BAU Team

- Configuring firewalls - Cisco ASA
- Troubleshooting Cisco devices
- Working on RFS

## EDUCATION

### COMPUTER SCIENCE AND INFORMATICS

#### Ionian University

09/2012 - 05/2018 Corfu

GPA

7.09 / 10

## LANGUAGES

Greek

Native

English

Proficient

## CERTIFICATION

CCNA R&S

JNCIA-JUNOS

CCNP ENCOR ( 350-401 )

## PERSONAL INFO



EU CITIZEN



DATE OF BIRTHDAY: 7/2/1994

