Rocien Nkunga

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Summary

Flexible Network Engineer with 5 years of experience, exceptional insight when configuring and troubleshooting routers, switches and ONTs. A motivated employee with expertise supporting optical fibre, adsl, wireless. An enthusiastic employee with knowledge in LAN and WAN infrastructure planning and deployment. Skilled in task prioritization, project oversight and effective communication.

Skills

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| * Problem-solving abilities * High-energy attitude * Inbound and Outbound Calling * Network configuration * Network operations | * Switching protocols * Linux server * Hardware and software configurations * Cisco wireless routers and switches * Reliable and trustworthy |

Experience

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| 10/2021 - Current  Distributel  Toronto, ON | **Customer Experience Specialist**   * Porting numbers to our network service. * Supported customers with product implementation and usage and answered questions quickly and thoroughly. * Accepted and processed payments, explained charges on customer bills and resolved complex billing issues. * Utilized consultative selling techniques to educate and offer existing customers additional services to drive sales. * Providing details on cable internet, DSL, FTTH. |

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| 12/2017 - 04/2021  Frogfoot Networks  Cape Town | Network Engineer   * Troubleshot and resolved issues with fiber, national long-distance connectivity, wireless and ADSL remotely over the phone for end users and Internet Service Providers. * Handled influx of calls in the daily basis related to troubleshooting. * Provisioned new devices including fiber termination, wireless and DSL router. * Configured all hardware devices and software settings to optimize network performance. * Configured routers, switches, firewalls and other hardware to deploy and manage LAN, WAN and wireless networks. |

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| 02/2016 - 12/2017  Telasera Technologies  Cape town | IT System Support Engineer   * Monitored and maintained network, server (VPS) and peripheral equipment, * Email systems and hosting * Linux server maintaining, Remote & On-site Helpdesk support * Manage new project (Network installations) * Microsoft Active Directory, Exchange, * Microsoft Server 2008, 2012, 2016 & (SBS) |

Education and Training

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| 02/2016  Cape Town, South Africa | Bachelor of Technology in Network and Telecommunications Engineering Technology  Cape Peninsula University of Technology (CPUT) |

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| 12/2013  Cape Town, South Africa | Graduate Certificate in Network Specialist  IT Business Campus |

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|  | International CCNA ID CSCO12850871 |

Languages

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| **English**:    Native/ Bilingual |  | **French**:    Full Professional |