

Ashley Chinyanganya
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Personal Summary

Now, I currently work for Oneweb as a Ground Network Engineer. My role involves providing troubleshooting Oneweb's Ground Network and ensuring that the Ground stations are able to communicate with our LEO satellites and ensure our User Terminals are also able to connect to our Satellite network. Ensure end to end traffic for our customers. The role covers both Satcom/RF principals when troubleshooting our Antennas, to IP troubleshooting when working with our Core Network team to ensure our Ground stations are connected to our Core network and traffic passes end to end. We follow a strict ITIL framework when working to ensure that all cases are recorded and Changes are managed in a structured way. I am passionate about engineering and developing my skills which has, definitely been put to the test while Oneweb have been expanding their Global coverage.

Key Competencies and Skills

- Strong understanding of Network concepts, LAN, VoIP, WAN, VPN, SD-Wan etc.
- Understanding of data and RF Concepts for both LEO, GEO Satellite systems
- Strong understanding of Windows Server
- Dataminer experience.
- Experience with Network Virtualisation and Cloud system management
- Hard working, sociable, good team player,
- I am highly organized with the ability to prioritize workloads according to urgency.
- I am a fast learner been able to grasp any new skills or roles quickly
- Good communication skills which help in being able to deliver great service to both customers and other members of staff.

Career History

Oneweb

Ground Network Engineer

March 2022 - Present.

- Raise and evaluate Incident, Change and Problem records related to Ground operations to ensure the relevant incident data, method of procedures, back out plans, resolution details and root cause investigations are captured correctly.
- Monitor the GNOC (Ground Network Operations Center) network for alarms and faults, perform Fault Diagnostics, Isolation and Recovery (FDIR).
- troubleshooting, operating, and maintaining local and remote baseband, IF, RF, antennas, and WAN/LAN equipment.
- Providing detailed documentation for troubleshooting purposes
- Work with our Ground station on site engineers with fault finding on our Ground Antennas.
- Interacting frequently with other GNOC Test Engineers, Ground Network Engineers, OneWeb Network Engineers and User Terminal Engineers to perform system integration and operations.
- Testing of Gateway Antenna systems and subsystems to ensure they are operational

Satcom Global Ltd

Current Role: Solutions Engineer

Sept 2018 - Feb 2022

- Acting as 2nd/3rd line support for our technical support team
- Assisting with major incident troubleshooting and ensuring issues are resolved.
- Assist sales team with network designs for their clients and ensuring that customers get the best equipment to accomplish their needs
- Assist engineering team with network and system configuration and troubleshooting when needed via remote or live support on board large vessels with complex setups.
- Provide training to new and existing staff on new products and services we offer.

Role: Technical Support Specialist

Oct 2016 – Sep 2018

- Providing first line technical support to customers over the telephone and via our email ticket system.
- Troubleshooting maritime and land-based satellite antennas,
- Troubleshooting email issues, Exchange, and a bespoke email service provided to ships by the company.
- Assisting with vessel administration for off signers and on signers' email VOIP and internet access accounts.
- Troubleshooting network issues with our bespoke Mikrotik based products, Cisco switches and firewalls
- Troubleshooting LAN based firewalls ranging from Netgear, Draytek, Palo Alto, Mikrotik and Cisco

Technical Support Advisor

Sage, Newcastle-upon Tyne

November 2014 – October 2016

- supporting customers who use sage payroll and accounting software
- providing assistance with payroll-based queries
- providing support over the telephone, email and through remote support
- providing solutions to help improve the customer's payroll process by providing other Sage products.

Training and Qualifications

Cisco CCNA, Mikrotik MTCNA,

Linux Experience

GVP 520, 510, 561 Certified.

Python Scripting,

Working knowledge of MS Office packages inc Visio.

AVCE Engineering: Leeds College of Technology

A-Level Math: C

Math's B, English, C, 6 GCSEs at Grade C and above. Allerton Grange High School

Hobbies and Interest

My hobbies include playing sports, going to the gym. Also enjoy computer programming and building and troubleshooting computer and networking issues in the house and around me.

Reference: Available on request.