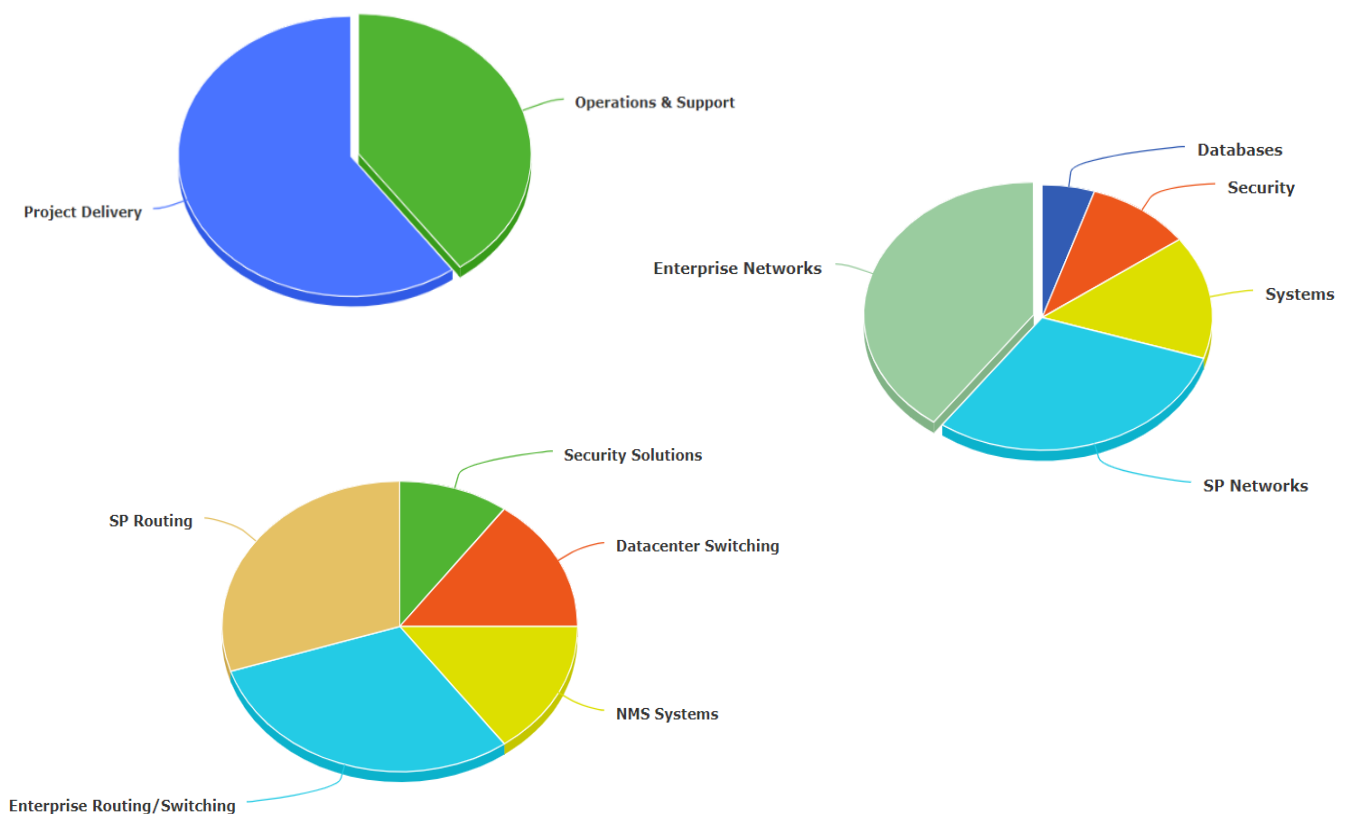
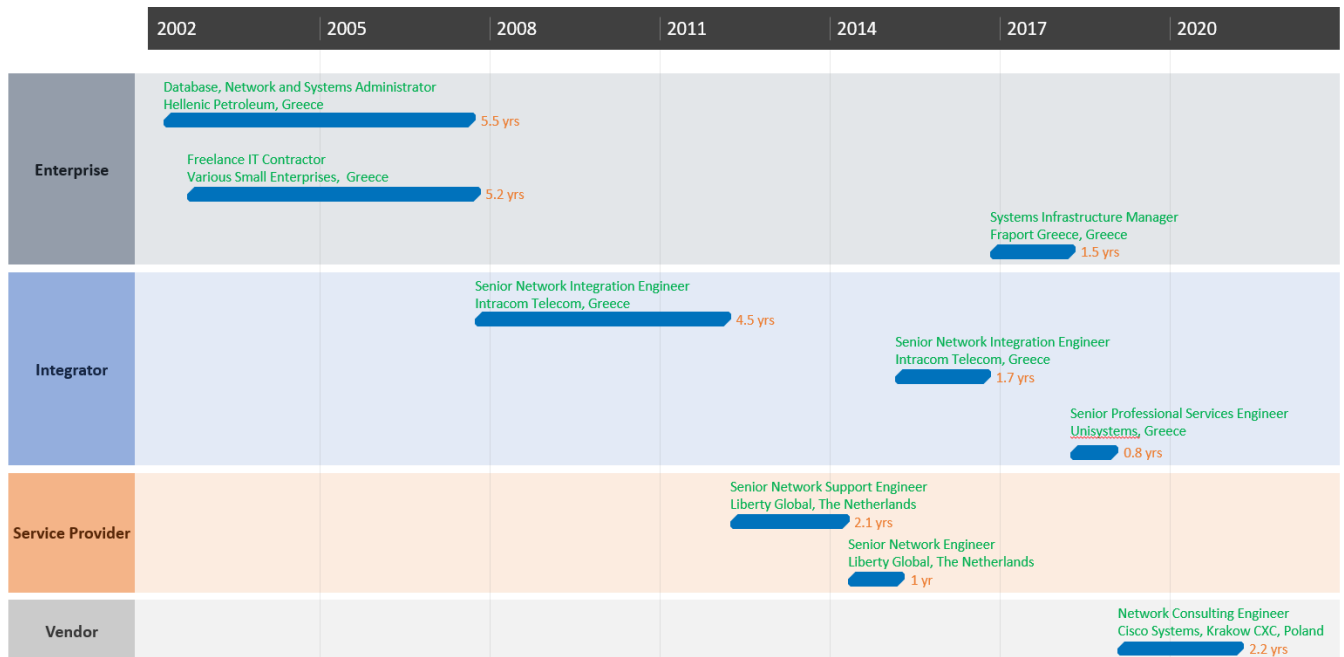


MANOLIS KALIOTIS

PROFESSIONAL SUMMARY

Experienced and professional Network Engineer with a solid technical background of more than twenty years and a proven record in implementing and supporting both Enterprise and Service Provider network projects and technology. The additional knowledge acquired on computer systems, databases, scripting languages and software applications, adds to the strong analytical skills gained so far and expand on the solid commitment to customer satisfaction via successful project delivery.

CAREER PATH & ANALYSIS



PROFESSIONAL EXPERIENCE

Network Consulting Engineer

CX EMEAR ADC, Cisco Systems, Krakow, Poland

Joined the Professional Services Management and Automation Systems Team of the Software and Automation for Service Providers division as an FTE.

- Full project lifecycle delivery of Prime suite of products for various Service Providers and Enterprise clients in the EMEAR region.
- Subject Matter Expert, consulting and optimization for Prime Infrastructure, Prime Network, Prime Performance Manager, Prime Provisioning and EPNM products.
- Exposure to segment routing and Cisco NSO and CNC network automation products
- Mentoring team members assisting in their ramp-up process.

08/2020–present

Skills

- Professional Services
- Mentoring
- Cisco EPNM
- Cisco NSO
- Cisco CNC
- Segment Routing
- Network Automation

Network Consulting Engineer (Contract)

CX EMEAR ADC, Cisco Systems, Krakow, Poland

Joined the Professional Services Management and Automation Systems Team of the Software and Automation for Service Providers division.

- Full project lifecycle delivery of Prime suite of products for various Service Providers and Enterprise clients in the EMEAR region.
- Subject Matter Expert, consulting and optimization for Prime Infrastructure, Prime Network, Prime Performance Manager, Prime Provisioning and EPNM products.
- Mentoring team members assisting in their ramp-up process.
- Key projects: EXPO-2020 (Dubai), Oman Airports, Orange (Moldova), Vodafone (Qatar), Cellcom (Israel), Network Rail (UK), Arqiva Ltd. (UK)

02/2019–07/2020

Skills

- Professional Services
- Mentoring
- Cisco Prime & EPNM
- Cisco UCS Servers
- VMware ESXi
- RedHat Linux
- Oracle & SQL
- Python
- Shell Scripting

Senior Professional Services Engineer

ICT & Managed Services Technical Division, UniSystems, Athens, Greece

Main duties as a member of the Networking and Security Professional Services team include documentation, implementation, training and support for all projects involved.

- Consulting Engineer on Cisco 6800/Nexus 5k network audit and improvements based on MPLS/L3VPN/BGP technologies.
- Consulting Engineer on Cisco ISE installation verification and improvement.
- Implementation Engineer on Citrix SDWAN WANOP appliances deployment.
- Technical Lead on Cisco Nexus 9k deployment for an EU institution.
- Various projects and managed services support on routing, switching, security and cloud services.

04/2018–01/2019

Skills

- Professional Services
- Managed Services
- Technical Lead
- Cisco ISE
- L3VPN
- Cisco Datacenter
- Cisco Enterprise RnS
- Citrix SD-WAN
- Alteon Load Balancers

Systems Infrastructure Manager

IT and Telecoms Department, Fraport Greece, Athens, Greece

Joined the IT&T department of Fraport's start-up subsidiary in Greece.

- Managing the operation's teams, both 1st and 2nd level, of 14 Greek airports and the company's Headquarters building.
- Responsible for the network infrastructure, the compute resources and the ACS/CCTV systems of the whole company footprint.
- Leading the 1st Level Team consisting of one helpdesk supervisor, 9 full time field engineers and 50 outsourced field engineers.
- Leading the 2nd Level Team consisting of 6 engineers.
- Responsible for the procurement, design, deployment and operation of all systems and services of the IT&T infrastructure section.
- Responsible of the procurement and set-up of Level 1 helpdesk application and team, and of the implementation of ITIL practices in IT operations

11/2016–03/2018

Skills

- People's Manager
- Leadership
- Technical Lead
- Mentor
- Budgeting
- ITIL practices
- Network Design & Operations
- IT Helpdesk
- RFQ/RFP
- Cisco Enterprise Switching
- Cisco IP Telephony
- Fortinet Security

Senior Network Integration Engineer

Network Integration & PS Department, Intracom Telecom, Peania, Greece

Main duties as a member of the Professional Services team include documentation, implementation, training and support for all projects involved.

- Technical Team Leader in several projects for a major Greek enterprise involving full network infrastructure re-design and deployment to support Wireless, IP Telephony and Data Centre services.
- Rollout of Cisco Prime Infrastructure and MSE for a 300+ Wireless APs.
- Upgrade of Cisco Prime Provisioning software supporting VPLS metro services.
- Deployment of 30+ Cisco 37xx Access Points with 2x2504 WLCs.
- Deployment of HP ProVision and Comware datacenter switches in high availability.

02/2015–10/2016

Skills

- Technical Lead
- Professional Services
- Cisco Prime Infrastructure
- Cisco ISE
- Cisco Prime Provisioning
- Cisco Wireless Controllers
- HPE Comware/ProVision
- HPE IMC
- HPE IRF Technology

04/2014-01/2015

Senior Network Engineer

Liberty Global Operations, Amsterdam, The Netherlands

Member of the CNO Network Engineering team of LGI's core network that interconnects its affiliates and provides triple-play services to them.

- Involvement into various integration projects into the core MPLS network and its affiliate's access networks.
- Key projects:
 - MVNO deployment and integration into affiliate's networks
 - NA4 Romania B2B migration to meet company wide networking standards

Skills

- Network Deployment
- Network Planning
- Change Management
- L3VPN/MPLS/BGP
- Juniper MX routers
- ISIS/OSPF

04/2012-03/2014

Senior Network Support Engineer

Liberty Global Operations (former UPC Broadband), Amsterdam, The Netherlands

Member of the CNO Advanced Support and Operations team of LGI's core network that interconnects its affiliates and provides triple-play services to them.

- Day to day operation and incident support on a Juniper/Cisco based international network.
- Implementation of new BGP PNI peerings with providers globally.
- Threat Management with Arbor Peakflow TMS Solution.
- Exposure to Checkpoint Firewalls, Radware and BIG-IP F5 Loadbalancers.
- Improvements to the in-house NMS Applications.

Skills

- Network Operations & Support
- Ticketing and Change Management
- Internet Peering
- L3VPN/MPLS/BGP
- Juniper MX routers
- Cisco Datacenter
- Checkpoint Firewalls
- F5 Load Balancers

10/2007-03/2012

Senior Network Integration Engineer

Network Integration & PS Department, Intracom Telecom, Peania, Greece

Main duties as a member of Professional Services team include documentation, implementation, training, and support for all projects involved.

- Participated in the implementation of Juniper MX960 routers as BRAS aggregation devices for a major Greek ISP.
- Integrated Cisco ISC 5.2 with Metro Ethernet network to provision customer services for a large Greek ISP. The topology used was dual attached rings of Cisco ME3400 switches and C7600 and ASR9000 routers.
- Participated in the deployment of Cisco SCE platform for a large Greek ISP.
- Involved in various Network Management projects including integration and support of Cisco's LMS, CTM and ISC products for SP clients.
- Involved in integration projects of HP NNM Network Node Manager Product with Wimax Network Elements.
- Participated in the implementation and deployment team of Intracom's IP-TV product "fs|cdn" for their clients abroad. Major Projects include: Telecom Serbia and Jordan Telecom.

Skills

- Professional Services
- Project Delivery
- Training Delivery
- Service Provider Routing
- Metro Ethernet
- Network Management
- IPTV
- Cisco Prime Provisioning
- Cisco SCE platform
- Cisco ASR9000
- Cisco Datacenter
- Juniper MX routers
- VMware ESXi
- Windows Servers
- RedHat Linux
- HPE NNM
- Shell Scripting

Database, Network and Systems Administrator

IT Department, Hellenic Petroleum, Aspropyrgos, Greece

Initially employed by Petrola Hellas which merged on 01/10/2003 with Hellenic Petroleum. Joined the IT Department of Elefsis refinery and moved to the HQ refinery in Aspropyrgos in 2007.

- Lead a companywide Microsoft Active Directory Forest project consisting of six domains: Headquarters, Aspropyrgos-Elefsina-Thessalonika Refineries, Amarousion and Komotini offices.
- Administered over 50 production servers including MS Exchange, Active Directory, ISA and Microsoft Cluster servers.
- Implemented a NMS Solution based on HP NNM and CiscoWorks applications.
- Administered company corporate LAN, WAN and Remote Access VPN networks.
- Administered HP-UX Oracle and MS SQL database clusters.

04/2002-09/2007

Skills

- Technical Lead
- Mentoring
- Cisco Enterprise Routing and Switching
- Cisco Firewalls
- MS Windows Servers
- MS Exchange Servers
- MS Active Directory
- HP-UX Serviceguard
- HP Blade Servers
- Oracle DBA
- SQL

09/2002- 09/2007

Freelance IT Contractor

Provided IT services as a self-employed contractor. Major projects include:

- DATABANK S.A.: Reorganization of the company's network through the design and implementation of a Cisco PIX firewall system to provide support for several DMZs and remote connections through leased lines. Implementation of a MS SQL Cluster to support the company's central database using MCS and IBM's SAN.
- DATABANK S.A.: Reconfiguration of the firewall due to the company's relocation. Redesign of Internet Access connection to minimize cost.
- VALIANT SHIPPING: Implementation of a new Linux server to support the 'TELIX' application. Installation of a new aDSL Internet access connection. Twenty (20) client migration from Windows 98 to Windows XP. Provision of administration and technical support for the company's network and desktops.
- FLEXNET S.A.: Implementation of a new file server. Installation of a new aDSL Internet connection to the company's network.
- GE MEDICAL SYSTEMS Hellas: Integration of four (4) new high speed switches in replacement of the old ones in the network.
- VARDALIS GAZ: Implementation of an IP PBX system based on Asterisk Open Source PBX and VoIP technology to interconnect the three company branch offices.
- IBS Ltd.: Subcontracting in various network projects involving DMVPN implementations for branch offices.

Skills

- Project Planning
- Network Design
- Project Delivery
- Technical Support
- VoIP & IP Telephony
- MS Windows Desktops
- MS Windows Servers
- MS SQL
- SuSE Linux Servers
- Asterisk PBX
- Cisco Firewalls
- Cisco Enterprise Routing and Switching
- Cisco DMVPN
- IBM Servers
- IBM Storage (SANs)

INTERNSHIPS

Software Developer

Centre for Automation of Combat Systems (KASMN), Greek Navy

- Contributed to the development of an X Window System application for the communication of tactical data between battle ships using the C Programming Language
- Administered four end stations running RedHat Linux 6.1 supporting the development of the above application. DNS, NFS, NIS and SAMBA server administration.

11/2000-12/2001

Skills

- Software Development
- Linux Administration
- C Programming
- RedHat Linux

Junior IT Administrator

IT Department, Petrola Hellas, Elefsina, Greece

- MS Windows Servers administration
- Developed a company wide web phone book application using MS Access database and MS Active Server Pages frontend.

07/1996-08/1996

Skills

- MS Windows Service
- MS IIS Server
- MS Access Database

Junior IT Administrator

IT Department, Petrola Hellas, Elefsina, Greece

- MS Windows Servers administration

07/1997-08/1997

Skills

- MS Windows Servers

IT Support Technician

IT Department, Petrola Hellas, Elefsina, Greece

- IT Helpdesk support for Widows Desktops and company applications

07/1998-08/1998

Skills

- MS Windows support

VOLUNTARY WORK**Wireless Network Designer**

09/2004-12/2004

National Hellenic Research Foundation (www.eie.gr)

Participated in the design of a public wireless hotspot (www.broadbandcity.gr)

Lab Demonstrator

10/1997-12/1997

University of Manchester Institute of Science and Technology (UMIST), Manchester, UK

Assistantship in C Programming Labs to first year students.

EDUCATION**MSc in Data Telecommunications and Networks**

09/1998-12/1999

University of Salford, Salford, UK

B.Eng(Hons) in Computer Systems Engineering

09/1995-07/1998

University of Manchester Institute of Science and Technology (UMIST), Manchester, UK

SKILLS SUMMARY

Expertise	<ul style="list-style-type: none"> • Project Delivery • Technical Lead • Documentation • Technical Training Delivery • Multivendor Network Products • BGP Routing • MPLS L3VPN & Metro Ethernet 	<ul style="list-style-type: none"> • NMS Systems • Cisco Enterprise Routing & Switching • Cisco Datacenter Switching • Linux System Administration • Cisco Prime Suite • Juniper MX Routers
Intermediate	<ul style="list-style-type: none"> • Cisco ISE • Cisco EPN-M • Cisco UCS Servers • Cisco DMVPN • VMware ESXi Virtualization • MS Windows Servers 	<ul style="list-style-type: none"> • Oracle DBA • HPE ProVision and Comware • HPE Servers • IBM Servers • HP-UX Serviceguard • Alteon Load Balancers • Bash shell scripting
Beginner	<ul style="list-style-type: none"> • Kubernetes • Amazon Web Services (AWS) • Network Automation • Python Development • Segment Routing 	<ul style="list-style-type: none"> • Cisco SD-WAN • Cisco NSO • Cisco CNC • Checkpoint Firewalls • F5 Load Balancers
Soft Skills	<ul style="list-style-type: none"> • Team Leading/Mentoring • Communication • Presentation • Problem Solving 	<ul style="list-style-type: none"> • Willingness to learn • Work Ethic • Customer Focus

TRAINING DELIVERED

Cisco ISE 2.6 Overview and Administration – Learning Institute	01/2019
Introduction to Junos Operating System – Learning Institute	11/2018
Basic HPE Networking (Comware/ProVision switches) – Intracom Telecom	09/2016
O&M Training from Cisco Switches to HPE Comware – Intracom Telecom	12/2015
Juniper MX Series Operations Training – Intracom Telecom	03/2011
Cisco Service Control Engine (SCE) & Policy Enforcement – Intracom Telecom	08/2010

CiscoWorks LAN Management Solution (LMS) – Intracom Telecom	07/2010
Cisco Security Device Manager (SDM) – Intracom Telecom	07/2010
Cisco IP Solution Centre (ISC) 5.2 – Intracom Telecom	03/2010

PROFESSIONAL TRAINING

Kubernetes for the Absolute Beginners – Hands-on (Online, Udemy)	06/2021
Implementing Automation for Cisco Service Provider Solutions (SPAUI), Cisco	07/2020
Introducing Automation for Cisco Solutions (CSAU), Cisco	06/2020
Cisco Prime Performance Manager (CPPERF), Cisco	05/2020
Cisco Network Service Orchestrator (NSO) Essentials for Programmers and Network Architects (NSO201), Cisco	02/2020
Programming for Network Engineers (PRNE), Cisco	05/2019
Cisco The Network. Intuitive. Field Engineer. DNAC, SDA and SDWAN – Cisco, Athens	09/2018
Aruba ClearPass Essentials – HPE, Athens	09/2018
eCNS6000 – Huawei Technologies	06/2015
SAE Network Fundamentals – Huawei Technologies	06/2015
IDC CloudEngine Series Switch Administration Training – Huawei Technologies	04/2015
ATN 2 nd Line Operation and Maintenance Training – Huawei Technologies	04/2015
JNCIE Service Provider Bootcamp – Juniper Networks – Amsterdam	06/2014
Configuring BIG-IP LTM v11 – F5 Networks – Amsterdam	02/2013
CheckPoint Intensive Workshop – Bacher Systems - Amsterdam	09/2012
SR7750 AFTR Training – Alcatel Lucent – Amsterdam	06/2012
Custom AppDir Training for UPC – Radware Training Service - Amsterdam	05/2012
Junos Service Provider Switching (JSPX) – Juniper Networks – Amsterdam	04/2011
Cisco ISC 5.2 –L2, L3, MDE and TEM Administration Training – Harbrook training	02/2010
Advanced Juniper Networks Policy (POL) – Juniper Networks - Amsterdam	11/2009
Advanced Juniper Networks Routing (AJNR-M) – Juniper Networks - Amsterdam	09/2009
Configuring Juniper Networks Routers (CJNR-M) - Juniper Networks - Amsterdam	06/2009
Defence in Depth: Securing Windows Server 2003 – Microsoft Hellas - Athens	06/2007
AIX v.5 Basic Administration - Byte Computer S.A. – Athens	11/2004
ABAP4: Programming Fundamentals (BC400) - Petrola Hellas SA - Athens	07/2004
Cisco Internetworks Troubleshooting (CIT v5.2) - New Horizons – Athens	05/2004
Designing Cisco Internetworks (DESGN v1.0) - New Horizons – Athens	01/2004
Building Scalable Cisco Internetworks (BSCI v1.2) - New Horizons – Athens	04/2003

CERTIFICATIONS

Cisco Certified DevNet Associate (DEVASC)	02/2021
Aruba Certified ClearPass Professional (ACCP) V6.5	10/2018
HP Accredited Solutions Expert – FlexNetwork Integrator	02/2016
HP Accredited Technical Professional – FlexNetwork Solutions	05/2015
HP Certified Instructor	05/2015
ITIL® Foundation Certificate in IT Service Management	10/2014
Cisco Certified Network Professional – Service Provider (CCNP-SP)	10/2013
<i>Juniper Networks Certified Internet Professional (JNCIP-SP) - expired</i>	09/2013
Cisco Certified Design Professional (CCDP)	01/2011
Cisco Certified Network Professional (CCNP)	07/2010

SEMINARS

Cisco Live 2021, Lab Proctor, HOLOPS-1806: Network Automation Journey with Cisco NSO	04/2021
Cisco Live 2012 London, Conference Speaker (Metro Services @ a Click)	02/2012
Information Security Matrix – 2004, Wireless LAN Security Workshop	11/2004
Developing Management Competencies – Petrola Hellas S.A.	05/2004

LANGUAGES

Greek (Native), English (Cambridge Proficiency), French (Sorbonne I)
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