

Chris Hoggan

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References available on request

A motivated IT network and voice engineer who thrives in a solutions-focused environment with strong work ethic and a good time management.

Extensive background working with small and medium enterprise ISP and MSP businesses at retail and wholesale levels. An ambitious learner in technology with strong client relations skills

Experience

Jan 2019 - Oct 2020

Junior NOC Engineer

2Talk NZ Ltd.

My role involved network and system administration for internet and voice services using in-house software and open-source Linux technology such as Asterisk, Exim, Linphone and Big Blue Button. I built automation scripts using perl, and developed a small productivity web application in PHP for the front desk.

Jan 2017 - Dec 2018

Network Service Technician

Vocus Communications Ltd.

I was responsible for running the premium service front desk for the Vocus NSC team; this encompasses fault management and configuration for premium service level agreements such as MWAN, Dedicated HSNS, SIP SBC interconnect and Wholesale VISP services.

Feb 2015 - Jan 2017

Business Tech Support Agent

CallPlus Internet Ltd.

I was responsible for running the SME level helpdesk at CallPlus. This involved phone troubleshooting for internet, domain, website and phone service, then managing faults to various carriers and committing to SLAs.

May 2013 - Feb 2015

Hosting Tech Support Agent

Orcon Internet Ltd.

I was responsible for running the general helpdesk for a range of Website hosting brands under Orcon and iServe.

June 2012 - May 2013

Field Technician

Vivid Networks Ltd.

My role was to carry out tech support site visits and account management for a residential ISP brand - Wisprnet Ltd.

SKILLS

- Over 7 years of customer service and technical experience managing service level agreements with high-profile clients.
- Advanced insight of layer 2/3 routing and Cisco router configuration.
- Technical support for bind DNS, exim email and apache PHP hosting platforms.
- HSNS, WAN and SIP trunk fault fixing and configuration.
- Linux system administration and MySQL database management.
- Backend automation skills in perl, bash and python.
- Frontend development skills in HTML, CSS and PHP.
- SIP/VoIP service troubleshooting, analysing packet captures for SIP call flow and RTP media.
- Reliable work ethic, ambition for learning and initiative.

Education

2013

Cisco CCNA

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