**: 07769 579 339 Hylton Edwards  : dedwardd@yahoo.com**

I have over 16 years’ experience in Cisco Network Infrastructure and VOIP, coupled with AWS Cloud Infrastructure automation and remediation, leveraging best practice in architecture framework. Key achievements: cost reduction of OpEx up to 80% in a financial institution through automation using Lambda and AWS best practice principles.

**Professional Summary**

* Sixteen years’ experience in Network management & maintenance of WAN and LAN infrastructure, IP Telephony, AWS Cloud Architecture, infrastructure, and Security
* Built and managed Cisco Network and IPT infrastructure, fortified network and end-user devices.
* Design, deployed, and managed AWS cloud infrastructure, secured in cloud resources via least privilege
* Adept in network concepts, VPCs, VPNs, NAT, Transit Gateway, routing, on-prem switching & routing
* Proficient in Kubernetes and docker container-based microservices deployments using cli and Helm
* Designed and deployed IAC in Terraform and Cloud Formation
* Implemented security in AWS using AWS mgmt. Tools: Security Hub, Detective, Inspector, and IAM to mitigate vulnerabilities
* Proficient in Cloud services for design requirements based upon customer requirements.
* Deployed Database in AWS cloud using managed and unmanaged resources for high availability, redundancy, and durability
* Utilized AWS services to monitor, protect, remediate, and optimize resources and apps using metrics
* Cisco, Aruba switching and routing for end-to-end communication and wireless devices
* VLAN routing, IPV4 & IPV6 schema, Cat6K, 35XX, 37XX, 29XX, 28XX; Ruckus ICX7150 484X1G, MIKROTIK

**Core Competencies**

|  |  |  |
| --- | --- | --- |
| * s3 Data Storage & Life Cycle | * Inter VPC Communication | * EC2 Instances |
| * AWS Cloud Infrastructure | * ELB and Auto scaling for HA | * Cloud Formation |
| * Database and redundancy | * Configuration Management | * EKS |
| * Network Professional | * CUCM in Enterprise UC network | * Terraform IAC |
| * WAF & Shield, Inspector | * VPC flow logs, CloudTrail, CloudWatch, Config, SSM | * OSPF, EIGRP, STP, VTP, HSRP |

**Professional Experience**

**AWS Cloud Engineer 09/22 – 05/24**

**Hamilton Capital Holding Ltd** [**https://hamilton-ch.com/**](https://hamilton-ch.com/)

* Develop AWS architecture to meet business requirements using Managed & unmanaged AWS Services.
* Future-proof business service by transforming existing services into scalable, flexible, and robust offerings using Lambda, SQS, Kinesis and DynamoDB,
* Architect solutions to meet business and IT needs, ensuring technical viability of new projects, orchestrating key resources, and covering key Infrastructure technologies using private and public Subnets, Security, IAM, Bastion host to securing VPC and reduce attack surface.
* Designed Well-Architected framework with HA, security, scalability, and reliability of applications.
* Assured Sophos VPN connection for remote staff and 3rd party clients and with IAM policies
* Cost Optimized on usage patterns and trends to reduce operation expenditures by up to 80%
* Decoupled monolithic WEB application and architect multi-tier, highly available WEB APP using ELB, ASG, and with Database in a multi-AZ deployment.
* Developed advanced cloud capabilities for critical IT and Business needs for quick and responsive delivery of services and business continuity using metrics
* Devised a WEB Application using Route 53 and CDN for low-latency global access.
* Architect Multi AZ VPC with IGW, NAT Gateway, TG, ALB, and EFS with multiple mount point
* Build real-time data streaming with Amazon Kinesis data stream and Kinesis agent.
* Created Launch Template for ASG deployed with ALB for reusable and disposable resources.
* Created SNS topics and set up event-driven notifications to send alerts within resources.
* Set up VPC Endpoint for secure access to regional services and inter-VPC communications.
* Monitor and check compliance status of resources using Amazon Inspector, AWS CloudTrail logs, and VPC Flow logs to monitor the network for efficiency and potential threats and deploy Lambda using AWS CloudWatch metrics to automate remediation.
* Deployed SSM to centrally manage instances resources, and maintain security compliances
* Automate infrastructure using IAC. Created VPC’s, Subnets, Security groups, EIP, LB, ACM, DNS, Route 53, Linux, and window ec2 instances, Database, storage, auto scaling, CloudWatch and other resources

**Connect-up (Contractor)**  **07/21 – 04/22**

**Network Project Engineer**

**Glide group** (<https://glidegroup.co.uk>)

* Project Network Engineer fulfilling the responsibility for Site Provisioning, installation, activation of Aruba switches and associated troubleshooting delivery across all Regions.
* As a Network Engineer, my main responsibility was to work within my assigned delivery team (Regional Manager, Field Engineer and Project Managers) to remotely support the Field Engineer at all customer sites requiring site activation/provision of IT/VOIP services, wireless surveys, technical and infrastructure fault calls.
* collaborate with the PM’s migrate and active new customer services.
* Engaged Field Engineers for onsite hardware, software upgrades and patching.
* Cooperated with the regional managers to ensure all required work within the region is completed.
* Act jointly with onsite installation teams during the installation of the Glide solution and support the 3rd party subcontractors with installation and troubleshooting end-to-end connectivity.
* Work in partnership with customer during onsite service delivery and supported the Regional Team
* Provided support to the main Contractor on-site as required.

**CSILTD** ([www.csiltd.co.uk](http://www.csiltd.co.uk)) **08/13 – 07/19**

**UC Engineer Capital Tower, 91 Waterloo Rd, London/NIU Solutions**

* Managed multiple sites monitored by SolarWinds to reduce downtime: product range; Cisco Routers, Switches, CUCM, CUCME, UCCX, CUC, Red Box, Gamma Hosted IPT, ARC and MS SFB
* Analyzed and maintained Network Infrastructure
* Constructed SIP Cubes, VG for MGCP, SIP and H323 communication.
* Identified cisco switches and routers config. to resolve voice faults
* Configured network, inter-VLAN routing, VOIP and Pots dial-peer.
* Diagnosed SIP traces on Wireshark and voice calls on gateway.
* Analyzed voice issues related to 3rd parties such as BT, Gamma, Colt, Daisy, etc. taking ownership to achieve resolution.
* Configured Cisco routers and switches for endpoints and engage stakeholders, end users/field engineers to fault resolution.
* Apply pragmatic approach to system problems using methodical diagnostics, tried and tested techniques.
* Incorporated and altered vendor application i.e. Red Box, Gamma Horizon, ARC Console to achieve stakeholder requirements.
* Metro Bank: Integrated UCCX, Desktop clients, modified script and provided 24/7 OOH cover
* Exploited Unity for Auto Attendant call handling and resolve voice mail issues related to unity connection and Exchange for Educational institutions
* Documented fault resolutions for training purposes
* Diagnosed and resolved faults to achieve stake holders SLA.
* Administer O365, SFB users in Control panel and power shell, Assigned user UM in Admin Centre and appropriated user to resources

**Dimension Data (**[www.dimensiondata.com](http://www.dimensiondata.com)) **02/11 – 08/13**

**Consultant Preston Brook, Runcorn**

* Deployed CUCM and appliances and aided UAT at NHS
* Configured CUCME, VG, endpoint devices and data port for security control services.
* Manage BMS infrastructure, CME enterprise for partner services.
* Diagnose Enterprise VOIP network Resolving complex voice issues including carriers, manufacturers and service providers.
* Configured Cisco Routers and switches for IP Telephony and wireless APs
* Resolve call request in a timely manner to meet SLA’s.
* Integrate multiple CUCME’s for Retail and Office intercommunications.
* Implemented multi-site Call flow and COS.
* Apply Unity VM and IVR’s for call processing call flow control.
* CUCM support and maintenance locally and remotely
* Preventative maintenance on Comms. equipment and Edge devices
* Configure Edge switch for BMS infrastructure.
* Install and troubleshoot multiple AP for wireless access.
* Constructed test environment for client UAT endpoint capabilities.

**Total Security Solutions (**[www.totalsec.co.uk](http://www.totalsec.co.uk)**) 06/09 – 11/10**

**Technical Lead Voice, Manchester**

* Design and Implemented Cisco Unified communication manager Express with H323 Voice Gateway for call routing and media resource.
* Establish Dial plan for internal and external route pattern.
* Identified the need for and implemented VLAN’s with L3 device for Inter-VLAN communication, creating a more resourceful and robust network.
* Implemented VTP for ease of management of VLAN environment
* Troubleshoot and Administered customer IPT/VOIP environments.
* Designed and Implemented unity with voicemail.
* Responsible for design standards & procedures providing best practice to improve efficiency and quality using structured methodology.
* Monitor networks via SPAN, SNMP and provide network on call operations.
* Performed product upgrades and testing

**Suffolk Health Partner (**[www.smhp.nhs.uk](http://www.smhp.nhs.uk)) **12/08 - 04/09**

**IPT Support Specialist, Ipswich**

* Migrated Meridian6 PBX to MGCP GW centrally managed by CUCM6.
* Liaise with SP to transport DDI’s across QSIG link to SIP, TDM GW
* Mediate with Cisco Gold Partner to migrate from CM4 to CUCM6
* Provided 2nd line support and paid site visits to meet stakeholders SLA.
* Maintained over 2000 IP Phone on CUCM6 and Unity
* Configured IP Phones, ATA for Fax and analogue phones.
* Implemented multiple AA on Unity, routing to Hunt List and subscriber VM.
* Created global dial plans and translation profile for COR.
* Provided support, maintenance and conference Cisco TAC when necessary.
* Responsible for technical education, product updates and client’s support
* Design and document Cisco voice product and technical training manuals.

Fujitsu/WinNET Systems, Milton Keynes (([www.fujitsu.com](http://www.fujitsu.com)) 01/06 - 09/08

Network Engineer and Cisco– VOIP Training, Sidcup & Milton Keynes

* Integrated CCM 4.2, Unity Voicemail Server and IPCC
* Implemented FXS/FXO to interface with IP Network
* Configured MRG for XCODE/Conference/MOH with necessary Codec.
* Implemented QOS for traffic shaping and policing for efficient throughput.
* Configured SIP Trunks, H323, MGCP and SCCP to established RTP.
* Configured Cisco IP Phones and ATA for call control and faxing.
* Supplied first line technical support to e-Business customers.
* Take ownership of incoming calls and ensure SLAs are met.
* Troubleshot and remedied broadband and WI-FI connection on MS and MAC
* Scheduled technicians for call out customers; escalated out of scope calls and liaise with 2nd line to ensure the highest level of support.
* Migrated 1500 email users across 5 NHS locations.
* Mediate between engineers and end Users for seamless deployment.
* Administered tasks, met deadlines and troubleshot incomplete migration.

**Academic Credentials**

**BSc IT, DeVry University**

***Certificates and accreditations:* Certified Solutions Architect, Certified Security Specialty, Check Point Security CCNA, CCNP, VOIP, UCCX**