

OBJECTIVE

An experienced, skilled & highly motivated Network Engineer, looking forward to obtain a challenging position to utilize my knowledge & expertise for further career enhancement. Thrives in a customer focused, multi-site environment. Always met client demands and developed good long-term relationships.

TECHNICAL SKILLS

- ✓ Routers (CISCO 10000, 7600, 7500, 7200, 3600, 2600, 2500, 1700, 800) (Terminal Servers: 2511, 2509) Juniper T Series, MX Series & J series; Redback SE800
 - ✓ Switches (CISCO: Nexus 7000, 6500, 3700, 3500, 2900, 1900), Juniper EX Series; Extreme: Summit, i-series, XOS based Switches & BD-6800 Switch
 - ✓ Nokia / Alcatel: SR7750, ESS7450 & SAM 5520, build & maintain E-Pipe, VPLS & VRPN Services.
 - ✓ CMTS Technology: DOCSIS 1.0, 2.0 & 3.0 - Cisco CBR8, Cisco uBR10k & uBR7200, Arris E6000 & BSR64K
 - ✓ Symmetricom timing Server & Harmonics NSG6000
 - ✓ Firewalls – Cisco ASA, PIX & Juniper SRX, SSG's & Netscreen
 - ✓ Work Experience on F5 within Service Provider Environment.
 - ✓ DWDM Technology: ADVA Training & Project Work (Installation & Troubleshooting on & FSP3000 Series
 - ✓ Wireless Technology with Juniper Networks (formerly Trapeze Networks)
 - ✓ Network Technologies: TCP/IP, OSI Reference Model, CEF & MPLS, FRAME RELAY, HSRP / VRRP / GLBP, NAT, Quality of Service
 - ✓ Implementing traffic filters using Standard and Extended access-lists, Ether-Channel, VLAN & VTP Configuration, Ethernet Technology, Authentication Setup, PPP, IPSec, Upgrading/downgrading device OS & Load Configuration
 - ✓ Networking experience also includes practical issues; Cabling: Fibre: - Single-Mode/Multimode; Copper: - UTP/10Base/T/TX Cabling/CAT5, DHCP services, Telnet access & Device Testing, TACACS+ & ACS Server, Virtual Systems
 - ✓ Monitoring Systems - Netcool, HP Openview, Wireshark, Ethereal, Solarwinds (SCP-500 Training Completed) & Spectrum | Ticketing System: Clarify, Remedy
 - ✓ Routing Protocol: OSPF, EIGRP, IGRP, RIP, catalyst routing, Redistribution, Route Summarization, BGP
 - ✓ Configuring: STP, PVST, RST (provide optimum performance), CEF, Multilayer Switching
 - ✓ Operating Systems: CISCO IOS (Native & Catalyst), Linux OS Systems, Windows 2003/2000, Windows XP, Windows 95/98, MS Office, MS DOS & DTP Packages
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CERTIFICATIONS, TRAINING & SKILLS

CCIE-SP	: Studying further towards achieving CCIE Service Provider
CCNP	: Cisco Certified Network Professional
CCNA	: Cisco Certified Network Associate (Attained Twice)
CCNA-Sec	: CCNA Security (2012) With Cisco Advanced Security Architecture Specialization (500-265)
CCNA-Voice	: Introduction to Voice & Unified Communication
VMWARE	: Introduction Associate Level
JT-NOC	: Juniper Troubleshooting in NOC (Training Only)
ADVA (FSP300-R7)	: Scalable Optical Transport Mode - FSP3000 R7
JNCIA	: Juniper Networks Certified Internet Associate
MCSE	: Microsoft Certified System Engineer (Windows 2000 Adv. Server)
CompTIA A+ (Essentials)	: PC Hardware and Network Components
ITIL & eTOM	: Polestar role playing training and company internal bespoke course completed based on ITIL and eTOM
DOCSIS 3.0	: Cisco DOCSIS 3.0 training, Introduction Configuration & Troubleshooting

WORK EXPERIENCE

BAE Systems

Senior Network Engineer

Jan 2019 – present

<https://www.baesystems.com/en-uk/our-company/our-businesses--uk-/maritime>

My responsibilities in this role include:

- ✓ Design analyse, configure, testing and fixing issues with Network, infrastructure or application component communication on Combat systems built by BAE for Royal Navy
- ✓ Ensuring that communications function across the network architecture and that the network's performance meets the necessary requirements
- ✓ Providing direction, information, and recommendations regarding network configurations and installations on RN platforms to support the various aspects of overall Combat System integration
- ✓ Carrying out investigations into operational problems or developments and develop and prepare solutions, individually or as a member of a project team
- ✓ Keeping up to date in relevant technical areas, develop skills and capabilities to be able to provide more effective services and supplying technical support and expertise to others as required
- ✓ Acting as a member of a technical team created to accomplish tasks of a specialist nature.

East London NHS Foundation Trust

Senior Infrastructure Engineer

Sept 2018 – Jan 2019

<https://www.elft.nhs.uk/>

My responsibilities in this role include:

- ✓ To ensure the smooth operation of the Trust's data network in order to provide maximum performance and availability for the system users.
- ✓ Responsible for designing, installing, maintaining and supporting LAN, WAN and VoIP infrastructure at all sites.
- ✓ Provides high-level technical support for network systems, creates and maintains network documentation and procedures, maintains hardware standards, and works on projects as needed in order to upgrade to new and/or improved communication equipment.
- ✓ This position required excellent problem management and customer service skills.
- ✓ Take full ownership of infrastructure support issues from identification to resolution, capacity planning, proactive enhancements to the Trust network and working closely with development teams and senior business stakeholders to define infrastructure requirements and strategy.
- ✓ The role being BAU & project work required to maintain network availability at all time, assist in specifying hardware and systems requirements to meet user needs during the project initiation process, updating customers on progress of incidents, problems and changes by telephone and email in a professional manner, find technical solutions to problems where necessary and practical, ability to work in a very busy, at times being unsupervised and highly pressurised environment still keeping high level of motivation and productivity, make recommendations to the IT & Telecoms Infrastructure Development Manager on the financial and technical support required for projects and prepare briefings for Project Boards and teams as required, work flexibly as required on site for projects, across East London and further afield as projects require.
- ✓ Responsible for the production and implementation of all policies and procedures relating to the IT elements of projects and their management.
- ✓ Responsible for analysing project performance and contributing to lessons learned exercises, comply with the Data Protection Act 1998 and all Trust policies and procedures, manage and liaise with 3rd party agencies, and supervise contractors as required , represent the IT Department on technical and project management issues at appropriate meetings, assist in the specification, procurement and implementation of new systems, manage rollouts of new systems, or expansion of existing systems and provide technical expertise and advice to colleagues in the identification and resolution of problems.
- ✓ To be courteous, tactful and patient at all times and to exercise the highest standards of customer care. Be able to communicate at all levels to technical and non-technical staff, document to a high level and present ideas to large groups. Ability to communicate complex technical issues in a simple to understand manner.
- ✓ Supervise team member(s), taking a lead/assuming responsibility with projects and BAU work and deal with incident, problem and change management effectively. Liaising with other staff/teams/3rd parties as appropriate and keep up to date with current trends/technologies, test/adapt equipment as and when required.

Ericsson Ltd

2nd level Assurance *DINMC Engineer

<http://www.ericsson.com/>

reason to leave - redundancy

Dec 2016 – April 2018

Under TUPE, the whole team is now working as Ericsson, otherwise the job, location, work details are still same as below / Virgin Media. During Ericsson employment, I was given opportunity to training the team abroad for the complete job role including Network Setup (including Transmission setup), 100Gb links & aggregates, link utilization & capacity, redundancy & metric and CMTS Systems.

Virgin Media – (Liberty Global)

*Data & Internet Network Management Centre Engineer

<http://www.virginmedia.co.uk>

reason to leave - TUPE

March 2016 – Nov 2016

Virgin Media plc is a British company (formally owned by Liberty Global) which provides fixed and mobile telephone, television and broadband internet services to businesses and consumers in the United Kingdom.

My responsibilities in this role include:

- ✓ Maintaining service for customers by protecting the integrity of the network, resolving faults and ensuring service availability at all time.
- ✓ Focusing on identified products & technologies including Cisco, Juniper, Alcatel, Arris, Symmetricom Timing Server, Harmonics QAM & DWDM network (1 00GB Links) technologies providing network operations technical support for domestic and business customers
- ✓ Contributing to the setting of robust problem-solving approach and standards regarding VM incident management and associated interfaces.
- ✓ Work with internal teams & escalation points for the purpose of achieving the goal of fault management
- ✓ Maintain knowledge base for network elements in terms of repair, reconfigure, hardware & software support for best practise approach in fault management.
- ✓ Provide progress report on ongoing faults status and next steps towards fault resolution.
- ✓ Monitoring Alarms on Netcool and internal bespoke systems, troubleshooting, reporting, leasing with other team internal or external & vendors for problem solving & bug fix.
- ✓ Work on Network changes that also includes introducing new technologies (21CV voice & Mobile phone internet technology)
- ✓ Received internal training on Nokia VPLS, VRPN & E-PIPE, 21CV Voice services and Mobile phone internet service
- ✓ Completed internal training based on eTOM & ITIL & security
- ✓ Mentoring team internally and abroad, travel abroad for knowledge transfer and deliver training.

Telent Technology Services Ltd. – (Formerly Telindus UK Ltd till 30/11/2014)

Senior Network Operations Engineer

<http://www.telent.com>

reason to leave – progression

March 2013 – March 2016

With annual revenues of over £391.5 million GBP, Telent is a technology services company providing a wide range of network and communications services across a variety of industries, from telecommunications and transport to utilities and the emergency services. Telent has a large engineering field forces located across the UK at various levels for installation, maintenance and support.

My responsibilities in this role include:

- ✓ Day to Day work requires Troubleshooting Network Issue to support various customers on multi-vendor platform according to the terms of contract.
- ✓ Communicate with customers at various levels to progress with their reported case or planned project work.
- ✓ Managing Fault Calls with Remote & on-site support at 2nd level (up to 3rd Level – depending on level of certification or information and experience on certain platform) Support.
- ✓ Resolving raised SLA Tickets - Resolving Network & Hardware Failure & Performance issues.
- ✓ Updates Tickets with Issue-Action-Outcome and Raising cases with Vendor accordingly for support
- ✓ Testing various hardware - Multi-Vendor, detecting & resolving faults, Pre-Staging hardware for Network Intervention, Installations & project work
- ✓ Raise RMA (Multi-Vendor) for detected faulty hardware with their respective vendor & Follow-up
- ✓ Configuring Multi-Vendor Devices for fault calls & support as according to customer requirements, Project Work, Part Network Installs.

- ✓ As a Team Member document all the relevant information for cases, issues or planned projects and handover accordingly.
- ✓ Maintain Test Equipment & Lab & occasionally assist customers with project work, installation, upgrades and network testing.
- ✓ I developed a lot within the organisation with support from colleagues, customers and support groups associated with the organisation learning process details from technical to business level.
- ✓ During this role I received a rare Cisco DOCSIS 3.0 training for CMTS systems, troubleshooting, and configuration based on Cisco uBR10k.
- ✓ Deliver training for new technology to the team, conduct refreshers course.
- ✓ Update and maintain customer technical documentation for support.

Engineering Support Engineer at Telindus UK Ltd

August 2010 – March 2013

To provide hardware testing, support and installation services within designated Service Level Agreements and time frames in order to ensure customer satisfaction which is at the forefront of all commitments.

My Responsibilities in this role includes:

- ✓ Preparation of equipment for SLA site visits to provide equipment suitably prepared in line with the 'Golden Hour' process enabling SLA's to be met.
- ✓ Site visit response against SLA contract levels to maintain high levels of customer confidence and satisfaction by achieving resolution within the SLA requirements.
- ✓ On-site Installation work, including projects and international Telindus requests to deliver 1st time installations by following work method detail and H&S guidelines as provided.
- ✓ Testing and raising Manufacturer authorisation for faulty items and testing replacements upon receipt from manufacturer to determine the correct operation of the equipment before parts are sent for repair or re-stocked throughout the UK.
- ✓ Pre-stage preparation by providing assistance for demo and lab equipment, provisioning for fault scenario's and project pre-stage preparation to ensure network design and to meet the specified requirements as agreed between the customer and Telindus.
- ✓ Provide lab documentation in order to provide base level testing guidelines for engineers to follow.
- ✓ Handling and protection of Telindus information and reporting of security incidents as defined in the Information Security Policy and the HR Information Security Policy.
- ✓ Deliver training & manage team of apprentice and provide review to higher management for selection.

Contracts & Hire

Network & Field work support

November 2008 – August 2010

<http://www.alcatel-lucent.com/>

Alcatel Lucent is known for its high end Products & Network Devices in I.T. Industry. Besides, Alcatel Lucent also provide service, consultancy & solutions to clients, which includes major ISP & Business Organisations.

My responsibilities in this role include:

- ✓ Network Control & Operation
- ✓ Log incident, fault resolution and escalations to level 2 teams.
- ✓ 1st and 2nd Level Support troubleshooting network issues
- ✓ Resolving raised SLA Tickets and Troubleshooting Network
- ✓ Configuring CISCO routers, switches, troubleshooting and upgrades in a fast-paced, 24x7 environment
- ✓ In a team of five system specialists, I provide 1st & 2nd level support, troubleshooting network issues and monitoring network performance assuring business continuity to Clients and keeping to their SLA using various tools like Sniffer, Ethereal, and Cisco-works. Documenting and install LANs (Vlans, STP, Cabling, DHCP & DHCP Relay Service), Hardware and Software Installations
- ✓ Network monitoring, turn-up and testing of Cisco & Extreme devices, documentation and report when necessary Liaising with FSE and third parties to perform changes and resolve break fixes

- ✓ Working with the team I provided 1st and 2nd level support for the configuration and maintenance of a corporate Wide Area Network consisting of Cisco 3660/2660/1600 routers with Channelized E1/PRI circuits for connectivity across India
 - ✓ Configuration and troubleshooting of ISDN BRI/PRI links
 - ✓ Configured Dial-On-Demand Routing, OSPF as the routing protocol, Configured Cisco L3 switches, Monitoring the network traffic
 - ✓ Responsible for maintaining the Network infrastructure
 - ✓ Responsible for configuration and troubleshooting of Cisco-1751/3660 series routers and Cisco Layer 2 and Layer 3 switches
 - ✓ Administered a network consisting of 60 Windows 95/98/ NT/HP-UX Workstations and one NT application server, two 2Mbps leased lines for connectivity between Delhi office and Mumbai Office & Kolkata Head office, Stabilized the network by restructuring the entire network infrastructure and attained a target network uptime
 - ✓ Received company products & sales training and marketing experience within the organisation.
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EDUCATIONAL QUALIFICATION

Sept 2000 – August 2002

Bachelors in Computer Application (BCA)

- India, New Delhi -2002

June 1998 - July 2001

Bachelor's Degree in Commerce

- India, New Delhi -2001

June 1996 - Jun 1998

+2 - Physics (A), Chemistry (B), Mathematics (A+), English (C) and Computer Science (B)

- India, New Delhi 1998

PERSONAL DETAILS

Driving Licence: Full U.K. Driving Licence (No Points)

UKSV - Security Cleared & MOJ Clearance – still Valid

Atalanta Security Clearance by NHS – still Valid

REFERENCES

Available upon request