

Nelson Gull

Date of Birth: 11 July 1981
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I'm a highly effective telecommunications engineer seeking for a new challenge. Self-motivated, extremely determined with strong interpersonal and analytical skills. In addition I consider myself a hard working dynamic team player with leadership qualities that brings a positive and flexible attitude to the workplace. I'm passionate about working in a customer facing environment and meeting customer's objectives by delivering relevant solutions. Learning and education is part of my culture in order to drive constant technical and personal development that allows me to deliver high levels of customer satisfaction at the same time supporting the key objectives of the organization I work with.

Objective:

Managing and technically consulting on enterprise or service providers, projects and sales to increase the productivity and profitability.

Education:

2002	Universidad Católica Andrés Bello – UCAB	Caracas
2008	Degree in Telecommunications Engineering	Venezuela
	Thesis: Design and implement an analogue telephone adapter for VoIP	

Employment history:



Company:	Cisco Systems - www.cisco.com
Date:	August 2010 – Actual
Place:	United Kingdom, London
Job title:	Network Consulting Engineer

Responsibilities:

Contribute to the success of Cisco's customers providing world class services. Plan-Design-Implement (PDI) and Optimize phases of Cisco's leading edge technologies, performance and optimization services to the largest networks in the world.

Roles:

- **aNCE graduate program (Belgium):** **2010-2011**
 - **Completing CCNA, CCNP and CCIE written within 90 days plan**
 - **TAC rotation:** Support Cisco's security portfolio – ASA and PIX

- **Network Consulting Engineer** **2011-2017**
 - Low Level Design (LLD), Network Implementation Plan (NIP), Network Ready For Use (NRFU) and Design Validation Test (DVT) documentation delivery
 - Onsite implementation configuring and verifying installations (ASR9K, ASR903, ASR1K)
 - NOS (Network Optimization Service)
 - Training delivery (ASR9K, ASR903, ASR1K, UMMT) IOS-XE and IOS-XR
 - High Touch Engineer for mayor UK service provider - Onsite post-migration support and escalations engineer - issues resolution
 - Wireless campus implementation
 - Mobile Security Gateway implementation

- **Prove of Value Technical Demonstrations** **2017-actual**
 - **Technical Solution Workshops:**
 - Hosting technical workshops for potential and current Cisco's customers on Data Centre technologies.
 - Application Centric Infrastructure (ACI)
 - Tetration
 - Network Assurance Engine (NAE)
 - Unified Computing System (UCS)
 - Nexus 9K
 - Hyperflex, Intersight
 - AppDynamics
 - Cisco Workload Optimization Manager

High levels of customer's satisfaction achieved:

- Company: Vodafone – UK
Troubleshooting and managing PTP and SyncE issues across the UK's backhaul

- Company: Vodafone – Germany – Ireland - UK
Troubleshooting Cisco's Wireless Security Gateway (4G vpn)



Company:
Date:
Place:
Job title:

Sonicwall - www.sonicwall.com
September 2009 – July 2010
United Kingdom, Chertsey
Technical Support Engineer

Responsibilities:

Active on the SonicWall global support organization, focused mainly on customers in the EMEA and USA regions, providing 1st and 2nd line support to Network Security Devices.

Products supported:

- E-Class Solutions
- Unified Threat Management Devices (UTM) firewall – vpn
- Secure Remote Access (SSL-VPN) Aventail
- Email Security

High levels of customer's satisfaction achieved:

- Company: Communicator Corp – UK
Assistance configuring NAT over site to site VPN in a large enterprise environment
- Company: Banco de España – Spain
Troubleshooting and general assistance restoring service after defective unit failed



Company:
Date:
Place:
Job title:

Cybertech Projects - www.cybertechprojects.com
February 2008 – March 2009
Venezuela, Caracas
Network Security Specialist

Responsibilities:

Working within a specialist team designing and implementing network security solution.

Pre-Sales:

- Technical Presentations and demo of Checkpoint and Barracuda solutions in a large portfolio of clients such as banks institutions, couriers, manufacturing plants, data centres and hospital
- Products demonstrations: as a final step in sales, the customer's wishes to evaluate the solution with an onsite demo, in this manner they obtain the best example how the solution improves the network and integrates within an existing environment.

Post-Sales:

- 2nd line support of Checkpoint, Fortinet, Barracuda, Bluecoat, Juniper, Netscreen, websense.
- Internal support and Helpdesk. (Workstations and network equipment maintenance, telephone support, call logging, external support: creating and routing cases, helps internal users)

High levels of customer's satisfaction achieved:

- Company: HBO – Venezuela
HBO Entertainment when they called me to help them recover unit settings. This was a service impacting outage for the firewall platforms in use

Professional qualifications and certifications:

- 2010 **Cisco Certified Internetwork Expert – CCIE Written**
Pearson, License CSCO11830681
- 2010 **Cisco Certified Network Professional – CCNP**
Pearson, License CSCO11830681
- 2010 **Cisco Certified Network Associate – CCNA**
Pearson, License CSCO11830681
- 2009 **Certified SonicWall Security Administrator – CSSA**
Certificate ID: 1B3B-BC9C-0B5E-4726
- 2009 **Check Point Certified Security Administrator NGX – CCSA**
Registration: 228576747
Validation: 797938261
- 2009 **Check Point Sales Certification - CPSC**

Professional training courses:

- | | | |
|-------------|--|---------------------|
| 2018 | Tetration bootcamp | London – UK |
| 2018 | ACI for network engineers bootcamp | London - UK |
| 2016 | ITIL, Foundations | London – UK |
| 2013 | IOS XR Specialization (Specialist) | London – UK |
| 2012 | Deploy, Maintain, and Troubleshoot Cisco IOS XR (DMTXR) | London - UK |
| 2011 | Mobility Specialization (Specialist) | London - UK |
| 2010 | CCIE bootcamp (Cisco 360 workshops 1 and 2) | Brussels – Belgium |
| 2010 | CCNP Cisco Certified Network Professional Fast Track | Brussels – Belgium |
| 2010 | CCNA Interconnecting Cisco Network Devices 1 and 2 | Brussels – Belgium |
| 2009 | Cambridge IT courses http://www.cambridge-it-courses.co.uk/ | Cambridge – UK |
| | · Advanced Linux | |
| | · MySQL for beginners | |
| | · PHP for beginner | |
| 2008 | Check Point Certified Security Administrator NGX – CCSA | Caracas - Venezuela |
| 2008 | Check Point Certified Security Expert NGX – CCSE | Caracas - Venezuela |
| 2008 | Barracuda Spam & Virus Firewall | Caracas - Venezuela |
| 2006 | IEEE - Institute of Electrical and Electronics Engineers | Caracas - Venezuela |
| | · A theoretical and practical course on Microchips PIC microcontrollers | |

Language skills:

- English: bilingual
- Spanish: mother tongue

Personal Interests:

- Guitar playing
- Mountain biking for leisure and competition levels
- Rugby

References: **Matteo Cardelli** – Manager at Cisco Systems UK – mcardell@cisco.com