



David Sharp

Dewsbury 

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Personal Profile

A resilient and adaptable individual who has an impeccable record for time keeping and attendance. An excellent team member, willing to take responsibility and able to use own initiative. Proactive problem solving with a positive, friendly and professional attitude. Capable of working well under pressure. Work equally well in a team or under own initiative.

Key Skills

- 14 years' experience working with Tandberg, Codian, Cisco products
- 14 years' experience working as a customer support engineer
- Experience supporting audio visual and control equipment
- Calming and reassuring demeanour able to empathise with situation
- Excellent knowledge and understanding of computer networks (switching and routing CCNA level)
- Excellent telephone manor and quickly able to develop a good rapport with clients and suppliers
- Excellent analytical skills
- Develop and maintain an excellent technical relationship with suppliers, customers, and manufacturers
- Excellent IT skills, Visio, office suite, etc.
- Years of experience with various Microsoft operating systems
- Expert with voice technology (SIP, H.323, RTP, RTCP)

Key Technologies

- Gatekeepers, SIP registrars, Expressway C and E, Cisco, Pexip, Tandberg
- MCU's TPS's VMR's, Conductor, Cisco, Pexip, Tandberg, Polycom
- Regular expressions, CPL, application layer call management
- Cisco routers, switches, ASA firewalls, IPv4/IPv6, QoS
- Drawing and reading Audio visual and Network schematics
- Telepresence endpoints, Cisco EX, SX, C, IX, Spark, Webex, Polycom
- Management servers TMS, TMSPE, TMSXE (Microsoft server platforms 2008, 2012, 2016).
- Basic SQL Administration (enterprise manager as part of TMS setup and admin)
- Microsoft AD, DNS, DNS, CA, exchange, group policies.
- Digital Signage, Tripleplay Triplesign
- Basic Audio Visual, LED Displays, projector, amplification, digital mixers, etc.
- ISDN PRIs, BRIs and ISDN/IP Gateways
- Firewall traversal technology
- Virtualisation VMware ESXi 5.5 and 6
- Ubiquiti networks
- Wireshark
- Basic Linux administration (Ubuntu, GNS3, Firmware deployments)

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Education and Training

- 2016.2016 **CIPTV1**
Implementing Cisco IP Telephony and Video Part 1
- 2012.2012 **CVOICES**
Implementing Cisco Voice Communications and QoS
- 2012.2012 **ITIL Foundation**
Information Technology Information Library Foundation
- 2010.2010 **Tandberg**
Tandberg Certified Associate Partner
- 2007.2007 **Global Knowledge**
Cisco Certified Network Associate
- 2002.2004 **Leeds College of Technology**
BTEC National diploma in Computing (M,M,M equivalent to 3 A' Levels)
- 2001.2002 **Leeds College of Technology**
C&G IT system support technician (Credit, Distinction to 4 GCSE B grade)
- 1992.1997 **Birkdale High School, Dewsbury**
4 GCSE's (3B's, 1 A's Science, English)

Employment History

- 2011.2019 **Logicalis UK (TUPE)**
Telepresence and ImmersiV support engineer
- Logicalis deployed a MSP VaaS (Video as a Service).
My Role in Logicalis took a more customer focused duty where I designed a new booking and hosting process for the conference service as part of the MSP.
I maintained responsibility for client support for audio visual and telepresence faults, We would perform remote diagnostics including investigating log files and Wireshark traces. We would compete RMA's and send engineers where required.
I was responsible for providing the services to end clients, services such as, endpoint configuration, backup, maintenance, firmware upgrade, global phonebook directory management and full ownership of functionality ensuring the best possible user experience.
Supporting all technologies as listed on the key technology section.
- 2012.2015 **Logicalis UK**
Telepresence Customer support manager
- I found my time as manager really allowed me to grow as a person as I quickly learned there have to be rules but as a manager you must be flexible and understanding. I found that being a manager is about enabling people to do their job and to do it well. I would always speak as a community (always we, never I and you). I spent time enabling my team to make the difficult decisions (often helping). I designed a publicly (to the team and any visitors) visible performance scale for the team as a whole with some individual metrics on display (within the ServiceNow system). Having the metrics visible eased the feeling of secret monitoring. One of the big lessons I learn was never to "just react" but always take time to think and re-evaluate a situation and that often taking the time to take a step back for a minute or two, to breathe, to relax and think proved for better outcomes. Most importantly to always celebrate success. A happy trusted worker is a hard worker.

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2005.2011

Direct Visual

Senior Customer Support Engineer

I worked alongside peers in the office and on-site audio-visual, Video Conference, and Network engineers where I was responsible for both internal IT support and external customer support alongside supporting the conference hosting service ran by the administrative team.

I was responsible for arranging replacements where necessary for both customer equipment and internal IT hardware and arranging for site engineers where required. I was also responsible for resolving issues with conferences including ISDN line problems, to compatibility issues between manufacturers. I support lesser experienced members of the team with the day to day activities of fault finding and rectification.

Supporting all technologies as listed on the key technology section (time specific).

2003.2003

Toys R Us

Multimedia Sales Representative

This position required me to advise and assist clients with their purchasing decisions for computer systems, hardware, software, accessories and consumables..

Responsible for the tidy running of the shop and assisting clients with their games console and games purchases whilst keeping a watchful eye out for theft attempts. I also had the responsibility of handling any client returns, from testing the equipment to liaising with the suppliers.

1997.2001

John Holdsworth & Co PLC

Assistant Weaver

This position required me to work well as part of a team. I also had to use my own initiative and was responsible for my own workload.

Assist with maintaining the loom operation by replacing bobbins with little fabric remaining.

Maintaining the loom by daily cleaning of fabric dust build-up out of the machinery, springs, and bands. Following all health and safety guidelines for manual handling and working with hazardous material ensuring I wore the correct personal protection equipment at the appropriate times.

This was my first job after leaving school and taught me a lot about work ethic.

Hobbies and other interests

Over the years I have had many hobbies and interests.

- Online gaming (particularly Counter Strike and TF2 and sometimes RTS)
- Website development, my latest work can be found at <http://davetest.myzen.co.uk/> (still very much a work in progress)
- Radio Controlled car racing, buggy, truggy, and rally car.
- Cutting edge technologies, motor vehicles, IT, mobile phones etc..
- Telecoms / Networks, I've built many labs to prove functionality or to test a theory, or to learn about the new tech.