GRAHAM ANDREW

PERSONAL DETAILS

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EDUCATION & QUALIFICATIONS

Cisco: CCIE #53325 Collaboration, CCIE Security (Written), CCNP R&S, CCDP, CCNA Wireless
ITIL v 3.0: Foundation
PRINCE2: Foundation
MCSE: Windows 2008, Windows 2003 Windows 2000, Windows NT4.0.
Miscellaneous: SC cleared

SKILLS

- **Cisco Security**: ISE, Firepower, AMP, IPS/IDS, ASA, VPN, NAT, Stealthwatch, Certificates, HA, Guest Portals, 802.1x, Posturing.
- **Cisco IP Telephony**: CUCM (7.X-10.X), Voice Gateways, Cisco Unity, Cisco Unity Connection, CME, Cisco Presence, Cisco UCCX, Video Conferencing, Audio Conferencing, Cisco IP Communicator, Cisco IP Soft Phone, Cisco 794X, 796X, 9971 IP Phones, Jabber, Call Flows, Dial Plans, QoS, Video, Voice, Voicemail, Troubleshooting.
- **Design:** Production of High Level Designs, Low Level Designs, SLA's, Network Diagrams, Network Audits, Bill of Materials.
- **Protocols**: H323. SIP, MGCP, SCCP, RTP, TCP/IP, SNMP, RIP, OSPF and EIGRP.
- **Networking:** Routing, Switching, Wireless, Meraki, WLC's, Ethernet, NTP, DHCP, WINS, DNS & WAN connectivity
- **Service Delivery:** ITIL, BS7799, ISO 9002, 20001, 27001 compliance, Business Continuity/Disaster Recovery, Corporate and departmental relocation.
- **Operating Systems:** Windows Server 2012, 2008, 2003, XP, Vista, 7, 8, 10.
- **Other Microsoft:** Active Directory, SharePoint 2003/2007/2010, Terminal Server, Exchange Server, Office, WSUS and MBSA
- **Security:** McAfee Antivirus, Symantec Antivirus, Backup Exec, Foundstone IntruShield 1400 Sensor, Foundstone FS1000 Vulnerability Scanner
- **Hardware:** Cisco routers, switches, telephony, AP's, HP ProLiant servers, Dell Servers, SCSI RAID, HP and 3Com switches

CAREER HISTORY

Aug 2016 – Date   **IT Consultant (Employed)**

I travel the country installing, upgrading and/or troubleshooting Cisco equipment for customers of the company I work for. These companies include NHS hospitals or Trusts, universities, banks, blue light services along with countless household name companies.

The work is challenging and varied, and a lot of fun. I have installed Firepower to Cisco best practice at a bank one week, followed by an ISE install at a hospital the next. I have a very wide skill set and have proven that I can work outside my comfort zone multiple times; part of this role is to deliver a project to a very high standard even with kit I've not worked on before. I talk with customers on most levels, from user to technical to senior management, and present myself well. I produce and present high level and low level design documents for almost every job I do, turning a customers requirements into a fully delivered project.

I am a perpetual learner and I prefer to do the more challenging work. This helps me to grow technically which is something I strive to do almost daily. I am very used to working in high pressure environments where mistakes can cost the customer large amounts of money or even lives.

I specialize in security but work with all Cisco products as the need arises.

Major Achievements:

- Installed Cisco Firepower, Trustsec and Stealthwatch at a large bank.
- Installed Cisco ISE/Firepower at multiple hospitals.
- Installed Trustsec/Firepower/ISE at multiple household name companies.
- Upgraded ASA's at blue light services including a Fire Brigade and the Coastguard.
- Performed security/equipment audits at multiple companies.
- Installed Nexus switches at a large hospital.
- Installed Firepower and Nexus at large commercial airports.

Jan 2016 – July 2016   CCIE

Becoming a Cisco CCIE had been an ambition since around 2000 when I first became aware of the certification. After gaining my CCNP in 2001 my career moved more into the Microsoft realm and the Cisco certifications became surplus to requirements. When I moved into Cisco Pre-Sales it rekindled my desire for a CCIE. After 18 months, due to a downturn in sales, this department had to downsize. I was offered the chance to either return to Egton to lead the R&D team (leaving the Cisco arena by default) or take redundancy. I chose redundancy with the intention of fulfilling my dream of becoming a CCIE. I achieved this goal at the end of June 2016.

2014 – Dec 2015   Cisco Pre Sales Technical Support Engineer (Egton Division of EMIS Ltd)

My role is one of Technical Support to the Sales team. I attend customer premises or join conference calls as required to provide technical assistance to the sales team. I establish customer requirements and help customers understand the technologies available. As a result of these meetings I will produce a High Level Design for further discussion. This can include an initial Bill of Materials with indicative costings. Should the need arise I will also do presentations to customers to explain the design in detail and answer any questions they may have.

Should the customer proceed, I will then produce a detailed Low Level Design, liaising with any specialist technical resource necessary. This document will be used as part of the contract detailing all work to be done, materials used, design specification, risks, timescales, pre-roll out tasks, roll-out, post roll-out tasks, verification, roll-back plan, etc.

Major Achievements:

- Produced both High Level and Low Level Design for multi-national multimillion pound agricultural company to upgrade their entire phone system
- Produced High Level Design for telephony system for well-known major golf competition in Scotland.
- Designed wireless system to allow patients at GP surgeries country-wide to browse the internet whilst simultaneously allowing GP's wireless access to confidential patient records. This was on the same network and was approved by the governing body for GP surgeries.
- Designed network expansion and upgrade for a large UK shoe store with over 100 outlets.
- Designed network upgrade for well-known UK hotel chain.
- Designed wireless network for a Scottish Housing Association.

1999 – April 2014   Network Manager, Egton Medical Information Systems (EMIS) Ltd, Leeds

A software company that develops and supplies computer systems used by over half of all General Practices in the UK along with various international agencies. The network comprised in excess of 250 servers and 1500 workstations, servicing over 1200 users plus 300 mobile users at six sites including the UK, Canada and Australia.

Responsibilities include managing the departmental budget and a 12-member team to ensure the highest possible availability of the network without compromising data security. Overseeing patch management, access control, antivirus management and asset management whilst implementing, planning and monitoring the disaster recovery plan to handle anything from a single non-critical server failure to full building collapse and loss of all critical servers.

Agree and deliver SLA's with internal departments and third party suppliers, manage hardware and software assets including licence compliance for ISO27001 (BS7799) and FAST audits. Recommend and implement new technologies to keep the network aligned with company goals. Oversee the Avaya Definity telephone system including backup and failover.

Reports and presentations for Senior Management and Directors.

Major Achievements:

- Consolidated over 500 servers down to approximately 250.
- Management of 4 server rooms including air-conditioning, power and lighting.
- Secured ISO27001 (BS7799) and ISO9002 accreditation after planning, designing and implementing data security procedures with full documentation and audit trails and overseeing company resource availability, disaster planning and emergency planning.
- Upgraded from Exchange 5.5 to 2000 and subsequently designed, planned and managed the migration from Exchange 2000 to 2003 with no disruption to the company.
- Improved access and security by migrating and consolidating multiple Windows NT4.0 domains to Active Directory 2000/2003/2008/2012
- Improved Helpdesk efficiency by introducing first, second and third line support teams as well as Key Skills charts to select the best person for the job whilst highlighting areas of team weakness and training needs.
- Addressed company growth needs by planning and recommending WAN/LAN infrastructure including VPN or LES100 links and firewall solutions including PIX/Neoteris/Linux solutions.
- Designed and implemented a backup system and procedures for the ever-expanding backup requirements for 500+ servers, 300+ clients and over 9 TB of data weekly including off-site, secure tape storage.

1999 - 2002   Network Engineer, Egton Medical Information Systems (EMIS) Ltd, Leeds

Installing, configuring and troubleshooting networked medical system in doctor's surgeries around the UK. Included email system, patient paging system, medical records viewer, secure server, encrypted access and printers.

Major Achievements:

- Promoted to Senior Engineer and then Assistant Area Manager within 12 months.
- Helped develop and standardize installations across the UK
- Mentor to other Network Engineers in North West UK.

1997 - 1999   **System Administrator, Sonar Group, Blackpool**

A small, family-owned company which supplies, repairs and installs TVs and videos. Reporting to the Owner, responsibilities included maintaining the small company network by fixing all problems, installing new machines, and ensuring good connectivity.

Major Achievements:

- Installed the company's first network comprising one server and three workstations.
- Set up shared printing as well as a centralized backup of networked machines.