**Michael Odongo**

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| **Profile** | |
| A strong self-motivated and dynamic engineer with full project life cycle experience in design and implementation of enterprise scale business solutions.  Providing hands on experience in all stages of deployment. Being able to exceed in a high paced, high-pressured environment. Showing excellent flexibility and composure to meet business objectives whilst offering excellent troubleshooting and problem solving skills.  Now look to make a continued significant contribution within a technically challenging role supporting, administering and implementing network solutions, approaching any given scenario with a can do attitude. | |
| |  |  |  | | --- | --- | --- | | **Education** | | | | |  |  | | --- | --- | | Nescot, College | 2000-2003 | | Britannia IT Training Academy | 2003-2005 |   **Qualifications & Training** | | | | CCNA  MCSE  CompTIA A+, N+ | | Telecommunications - BT  MPLS – BT  VOIP (OpenScape Voice & OpenScape Contact Centre)  Brocade Network Associate  Meru Wireless Networks  VMware vSphere 5.5  Microsoft Hyper-V | | **Technical Experince** | | | |   Windows Server (2003/2008/2012), Windows XP/Vista/W7/W8/W10  Linux CentOS, Red Hat, FreeBSD, open source  Apple Macintosh (OSX), Active directory management, Group policy, Critical PC rollouts, Evault Backup applications, VMWare vSphere, Nutanix, Quest vWorkspace, Hyper-V, VDI, Citrix Presentation Server configuration and support.  Desktop hardware installations & maintenance, Printers & other peripherals, Laptops, MacBook’s, smartphones, iPad maintenance and support.  PCI DSS, EPOS, Payment processing machines, PDQ & P2PE machines.  Dell, Fujitsu & HP Proliant Server Hardware installation, configuration and support.  Microsoft Office, Software installations & Testing, antivirus, DHCP, DNS, sFTP, TFTP,  Network infrastructure design & administration; WAN (routers, layer 3 switches, circuits, monitoring), VRRP, OSPF, EIGRP, RIP, STP, LAN, Wireless LAN deployments with Meru, HP, 3Com.  MPLS (CPE, PE devices), Telecoms, Service Provider, SLAs.  LAN (router / switch management, patch maintenance, firmware upgrades; cat5/cat6, fibre optic cabling patching testing and termination).  Network health checks / monitoring and reporting; Solarwinds, Cacti, Nagios, BNA, SNMP, Sflow-Trend, Exponential-e Insight WAN monitoring)  Voice (IPT, VOIP, SIP, RTP). Handset, softphone, conferencing, call centre.  Excellent Field Engineering, Troubleshooting and Problem solving skills.  Cisco Routers - 1800, 2500, 2600, 2800, 3400, 3800, 7200  Cisco Catalyst Switches – 1900, 2950, 2960, 3550, and 3900, 4500  Brocade MLXe-8 multilayer switch,  Brocade ICX switches – ICX6450P, ICX6610  HP, 3Com, Arista, Enterasys switches.  Meru Wireless Networks  Juniper Firewalls – SSG series, GT Series, VPNs, Policies, troubleshooting  802.1x NAC, port security  OSPF, EIGRP, RIP, E1, E3, STM-1, ISDN, PE, SDH, MUX, NTE, Leased line, Ethernet (Gigabit Ethernet, Fast Ethernet), copper & fibre optic cabling, circuit upgrades, Ping, Tracers, debugs, TCP/IP, IPSec, debug, loop testing, SNMP, VLANS, sFlow, NetFlow, Cisco IOS & NX-OS, Juniper ScreenOS.  CPE management, Service Partner / 3rd party Support, Conferencing, Documentation, Excellent Customer Care & Support, Pre sales and post-sales support, end user / staff training, presentation, Research & investigations, Project support.  **Experience** | |
| Oct 2016 to Present  Jan 2011 to Aug 2016  Mar 2010 to Nov 2010 | **University of Birmingham**  Network Engineer – contract  Manage and support campus wide network infrastructure.  Implementation and configuration of routers, switches, access points, wireless controllers.  Configure, manage and support NMS, BNA, Inmon traffic sentinel, Fortinet NMS.  RF planning with Airmagnet wireless surveys  Wireless refresh project to design and implement new configs for edge switches  Support wired network with over 500 switches  Manage over 2000 wireless access points deployed throughout campus.  Working with external vendors, contractors  **Tate Gallery**  Senior Technical Engineer Mar 2011 to Aug 2016  Providing operational BAU engineering resource, supporting over 1500 internal users across 5 sites.  Supporting external clients and artists in delivering IT and AV related events.  Responding swiftly and professionally to service calls, being able to proactively investigate, diagnose and resolve IT incidents, including configuring, installing and upgrading hardware, software and network hardware software upgrades and patching (Routers / Switches / Firewalls).  **IP Telephony (VOIP) Project**  Key project engineer accountable for managing and executing all aspects of the new Unify OpenScape IP Telephony.  Involved from early planning right through to implementation, working with our IPT provider (Unify formally Siemens), ISP (exponential-e & Virgin). From initial VoIP bandwidth analysis, network testing for latency, jitter, lags. Voice QoS & CoS configuration across the entire Tate WAN infrastructure.  .  Performing network Readiness checks and implementing remedial solutions to improve network performance.  Configuring routers & switches, performing upgrades, circuit stress testing and bandwidth monitoring using various monitoring tools.  Scheduling maintenance windows for circuit upgrades, Siemens Voice host configuration, SIP/HG card upgrades.  Create and deploy new subnets, VLANS, layer 2 protocols, layer 3 routing protocols (EIGRP / OPSF/ static Routes).  Configuring DNS records, DHCP scopes including Vendor Class Information (VCI), Vendor Specific Information (VSI), for automated deployment of IP Phones. Testing VoIP performance across the LAN / WAN and resolving performance issues  **QoS (Quality of Service) Implementation**  Designed and implemented quality of service across the Tate WAN and LAN infrastructure.  Coordinating with external ISPs in delivering QoS traffic prioritisation across the Tate WAN infrastructure.  Configured QoS & CoS across the entire Tate network infrastructure (core Cisco and Brocade layer 3 routers and switches). Scheduling maintenance, outages and providing field-engineering support for remote sites.  **Network Readiness**  Identify legacy services and co-ordinate service upgrades with ISPs (leased  lines, ISDN services).  Identify and resolve network issues using network management and monitoring systems.  **Project Engineering**  Key Technical resource in project planning and engineering. Provide support to our head of solutions architect. Being able to manage resources to deliver project solutions to agreed lead times and service level agreements.  Excellent research capabilities, involved in various technical project meetings and conference calls.  Provide excellent presentation, documentation and Visio diagrams.  **PCI** This project is to secure Tate's in house payment systems using the PCI DSS compliance framework.  Designed and deployed new subnets, IP Addressing, Access Control lists (ACLs), 802.1x Network Access Control (NAC), deploying switch security radius, aaa and packetfence NAC server deployment and configuration. Configuring firewall policies for wireless Point to Point Encryption (P2PE) terminals.  **The Tate Modern Extension Project**  Primary project engineer involved in implementing the new network and IT solutions for the new Tate Modern switch house.  Involved in all aspects of IT design and implementation from pre-stage testing, post installation testing and support, through to handover to operational support teams.  This involved LAN/WIFI design, test and implementation. Install the new smart desktop virtualisation system (vWorkspace, Netscaler, Nutanix).  Setup, test install EPOS, PDQ machines, network configurations, patching, including creating the new wireless solution for the P2PE payment terminals.  Securing the Unify OpenScape contact centre font end museum ticketing systems, which is part of the front of house sales terminals.  Setup and installation of all VOIP IP telephones, desktops, printers.  Networking all back of house gallery management and monitoring systems and building management systems.  Test install and commission security systems, IP Cameras, Access Control systems, people counters.  Lift telephone line commissioning.  **LAN Upgrade Project**  Key engineer in upgrading Tate’s LAN infrastructure (routers and switches) across all 5 sites. Migrating from Cisco to Brocade systems.  Improved core routing table entries by creating a more efficient way in managing static routes, OSPF and EIRGP routing protocols.  Configured RSTP, 802.1d.  Created new switch / router configs and scripts to upgrade from Cisco IOS to Brocade Network Operating system.  Installed switches in racks, patched cabling (copper & fibre patch leads).  **ITPM Consultants** **–** London (Contract)  Network Support Engineer  Analyse client LAN/WAN infrastructure for further developments, providing optimization of existing Voice and data Networks.  Analyse existing customer infrastructure prior to design, ensuring cost effective design methods are in use through feasibility, capability checks and technical site surveys.  Configured CPE installs including cable medium. |
| Aug 2009 to Feb 2010 | **Nuffield Health** **–** Surrey (Contract)  Technical Engineer  Providing technical support to troubleshoot and resolve hardware and software issues, end user desktop support and Windows server management.  Effectively manage, prioritize escalation process while providing excellent customer support experience, overseeing and resolving technical issues during project cycle, including creating tickets and managing the incidents through to successful resolution. Updating the customer and making sure all issues are resolved within SLAs.  **Field Engineering:**  Install, configure customer equipment; windows servers, print solutions, network hardware installations and maintenance (routers and switches).  Troubleshoot, problem solves hardware, software and network related issues. |
| Oct 2006 to Apr 2009  Mar 2003 to Nov 2004 | **BT Global Services (Keystone division)–** London  Senior Customer Network Engineer  Moving 33000+ Thomson Reuters clients from their existing ATM/MPLS platform over to BT’s latest MPLS platform. Allowing Thomson Reuters to deliver their financial services such as the stock and currency exchange markets. The end-clients were mainly Banks and financial institutes. This is the largest migration project in BT history worth over 3 billion GBP.  This is an international environment where I was responsible for the high-level access design solutions into BT’s core MPLS Network. Implementation of project solutions, taking ownership of 3rd party distributors whilst providing consultancy and testing on BT's latest technologies.  **Field-Engineering**   * Attend client sites to ensure successful WAN circuit upgrades & service implementation through to rigorous testing. * Install, test, and configure customer premises equipment i.e Cisco routers and switches on client sites, data centres and DR sites. * Lay down or guide the client to do Internal Cabling to connect CPE together with demarc equipment. * Conduct technical On-site surveys both through the telephone and on site. * Perform user acceptance tests.   Provide excellent documentation and record keeping.  **Finchale Training College –** Durham  Cisco Academy IT Trainer  Working as an ICT Trainer in delivering the Cisco IT Essentials: 1 training package, which is part of the Cisco Network Academy programme.  This course provides students with a solid grounding into software and hardware technologies. In depth knowledge of Microsoft / Linux red hat Operating Systems along with other open source programs. Troubleshooting Hardware & Software related issues with an advanced insight into network implementation and design concepts.  Manage, configure, upgrade and repaired end user and staff workstations.  Evaluate, test, install and supported a large variety of software packages.  Maintain an inventory of all computer hardware and software licenses within an existing IT Asset database.  Monitor maintenance and upgrades of anti-virus software and remove virus infections.  Support end users and staff on connection to the network and computer provision. Give guidance as to the relevant sources for further support. |