30 Storrs Place, Birmingham, B10 9QL

Mob: 07501 232402 Tel: 0121 688 4478

Email: asim.shahzad.im@gmail.com

##### ***PERSONAL PROFILE***

A Technical Services Consultant with 17 years of experience within the IT/Telecommunications industry. The majority has been spent providing professional services for various customers across the UK, specialising in the Cisco and IPFX product suites. Experience ranges from consultancy, solution design, project delivery and product support for clients of various sizes and sectors. My clients have been Cisco Gold Partners, Cisco's Advanced Services (AS) Team and also from the local government through to the private sector.

The main objective and passion for me is to understand the customer requirements/environment and then deliver a level of service which exceeds their expectations. Working with vendors, suppliers and third parties is something I enjoy and am very comfortable with. Engaged in cutting edge technology is what keeps me driven. Thrive in an innovative, fast paced and forward thinking environment, ideally where I am building strong relationships with customers and colleagues. Have a proven track record and can get my head around new technologies quickly and confidently.

Currently looking for an opportunity where I can help customers excel in their business, make an impact and a valuable contribution. After climbing the Cisco Unified Communications mountain the ideal role would allow me further exposure to Networking, Security and/or Datacentre, which would also be inline my Cisco re-certification path.

###### **TECHNICAL SKILLS**

###### **Cisco** Configuration of **Cisco Routers** and **Switches**

Design and installation of Cisco **LANs**

Integration of **LAN/UC** infrastructure into **WAN** environments such as **MPLS**

Knowledge of **Cisco Meraki** and Ubiquity wireless

Knowledge of **Data Centre** environments using **Cisco B/C series** servers and **VMware**

Supported **ISDN**, **ADSL** and **P2P** connectivity

Implementation of **DHCP** and **DNS**

**SNMP** tools **HP Open View (NNM)** and **Cisco Works**

###### Consultancy/support of the **Cisco HCS** product suite gained within Cisco's AS team

Design/Implementation of **Cisco CUCM** (Single/Multi-site/Hosted models)

Configuration and support of **Cisco Unity Connection** and **Cisco Unified Presence**

Implementation, support and of **Cisco Voice Gateways (SIP/CUBE/H.323/MGCP)**

Implementation of **Cisco Jabber**

###### **Cisco MCS**, **UCS B/C Series** server hardware and **ESXi Hypervisor/VMware**

Implementation/troubleshooting of various **Cisco IP Phones**

Scoping/design/implementation/support of **IPFX Director PBX** (Single/Multi-site models)

Scoping/design/implementation/support of the **IPFX** product suite (**Contact Centre, Voicemail, Presence, Operator Console, Call Recording** and **Mobility)**

***Microsoft*** Configuration and support of **MS Windows Workstations and Servers/Active Directory. Microsoft Office suite**, **Outlook** and **Visio**

***Others*** **Remedy** and **WebEx** (for support and collaboration). Also an understanding of Business/Operation Support Systems (**BSS**/**OSS**).

#### **EMPLOYMENT HISTORY**

Nov 2018 - Dec 2018 Intuitive Systems and Networks London/Home

**Technical Consultant - CONTRACT**

Brought in as a trusted advisor (based on recommendation) to audit, document and provide consultancy for one of their major client's existing infrastructure for the following technologies:

* **LAN (Cisco/Meraki)** - Documented the existing as-is state (physical/logical), End of Life, configuration and management of best practices, QoS, VLAN's, device hardening, etc.
* UCS Servers (Cisco CUCM, IM&P and Unity Connection) - Review general Cisco UC server health, End of Life, UCS server chassis analysis, ESXi Hypervisor and VMware machine states, and recommendations for the upgrade, check if the deployment was in line with Cisco best practice, proposed recommendations, etc.
* **Wireless (Meraki/Ubiquity)** - SSID's (how configured/secured), as-is build documentation, best practice, suitability for use, proposed recommendations, etc.
* **WAN (Cisco MPLS)** - Circuit types, link utilisation, line terminating kit suitability, solution limitations, proposed recommendations, etc.

Oct 2016- Jan 2017 Vodafone Newbury/Home

**Solution Architect - New Product Development Team - CONTRACT**

Provided Business Requirements Specification (BRS) responses for three specific projects for Vodafone's Cisco HCS platform. The UC Application servers within the HCS platform consisted of a CUCM SME (Session Management Edition) cluster, Unity Connection cluster, IM&P integration along with some end customers using Cisco Unified Attendant Console (CUAC). Projects were specifically for:

* Call security and encryption - Produced a 50+ slide presentation on the subject, the benefits of implementing it and the impact it would have on the Vodafone Cisco HCS platform.
* Call recording solution - Carried out vendor evaluations from a features and functionality perspective.
* E-fax solution - Carried out vendor evaluations from a features and functionality perspective.

Mar 2015- Jun 2016 Cisco Systems Reading/Home

**Network Consulting Engineer (NCE)/High Touch Technical Escalation Engineer (HTTE) - CONTRACT**

Provided consultancy and escalation support for a major Service Provider's (Vodafone) Cisco HCS platform. The UC Application servers within the HCS platform consisted of a CUCM SME (Session Management Edition) cluster, Unity Connection cluster, IM&P integration along with some end customers using Cisco Unified Attendant Console (CUAC). Roles and responsibilities:

* Initially the primary individual who carried out Network Ready For Use (NRFU) testing on the Service Provider site for the Phase 1 of a major local government client deployment for the first six weeks of the contract.
* Promoted to HTTE role for the same Service Provider's Operations teams based in the UK and Spain. The role was quite challenging as I was responsible for managing all technical escalations for all major incidents/faults and ensuring the Cisco TAC support engineers, Business Unit and 3rd Party (VOSS) teams correctly followed through on the initial investigation/resolution in a timely manner and provided an accurate Root Cause Analysis.
* Attended quarterly customer Ops reviews in Spain with The Cisco High Touch Operations Manager (HTOM) and the clients Ops Management team to ensure all concerns/challenges are addressed accordingly.
* Proactively made recommendations back to Cisco's project and management teams on lessons learnt in order to improve service delivery moving forward.
* Responsible for the Day 2 Lab support for specific HCS product functions, new feature configuration and testing issues raised by the client. Responsible to make the initial assessment if the problem was down to configuration, software bug, supported or unsupported by TAC.
* Reproduction of issues within the Cisco Day 2 lab and then progressed internally with the Cisco HCS TAC support team. One resolved the resolution forwarded to the client.
* Confirm of roadmap and future support of the specific issues/features with the relevant internal teams within Cisco.
* Responsible for the design and delivery of the HCS Security Alert Service to the Service Provider. This included liaising with Cisco's Security Team based in Poland, who would send the initial security/vulnerability notification as and when rose by the Cisco Field Ops and Product teams, then based on my knowledge of the Service Providers HCS setup, I would tailor the notification and manage the client facing element. Also took part in service reviews with the SP and made recommendations back to Cisco's management team to improve and standardise the service.

Nov 2014-Mar 2015 Softcat Marlow/UK

**Cisco Unified Communications Consultant**

Provided consultancy around the Cisco Unified Communications and Collaboration product portfolio. Responsibilities include:

* Provided consultancy for the design, installation and configuration of UC&C solutions for various clients.
* Products include Cisco Unified Communications Manager, Cisco Unity Connection, Cisco Unified Presence, Cisco Jabber, third party software, and integrate 3rd party solutions in order to meet client requirements.
* Ensured design is in line with the manufacturer's best practices.
* Consulted directly with the Cisco SE's, account managers and pre-sales consultants to validate solution design and define scope of deliverables.
* Worked closely with sales teams and up to director level for major tender responses.

Apr 2013-Nov 2014 Capita ITS Birmingham

**Cisco Unified Communications Specialist**

Employed by Capita as a Cisco Unified Communications **SME**, based at the Service Birmingham office within the Network Design and Development team. Solely responsible for the Consultancy, Design, Implementation and Management for the Birmingham City Councils Corporate Voice Cisco UCM cluster, which has approximately 13,500 registered IP phones, 3 x Unity Connection Clusters using HA, CUPS cluster using Cisco Jabber as the UC client. Responsibilities include:

* Provided consultancy for the design, configuration and installations Cisco UC solutions, including Cisco Unified Communications Manager, Cisco Unity Connection, Cisco Unified Presence, Cisco Jabber clients, third party software, and integrate 3rd party solutions in order to meet business and client requirements, in line with manufacturer's best practices.
* Consulted directly with the Cisco SE's, account/sales managers, service providers, solutions architects and pre-sales consultants.
* Cisco Jabber on iPhones and iPads for voice, video and WebEx collaboration solutions.
* Attended CUCM 9 features and Cisco Jabber demo at Cisco offices at Bedfont Lakes in Sept 2013.
* Created the **Request for Proposal (RFP)** document for the clusters support and maintenance contract renewal and carried out the evaluations of the responses from various providers.
* Wrote the **RFP** for the upgrade/migration of the existing VoIP estate into a Hosted platform.
* Worked with very limited guidance on projects within defined criteria.
* Provided solutions to a diverse range of moderately complex problems.
* Performed integration of **Vocera** solution for the Library of Birmingham project.
* Created the **Statement of Requirements (SoR)** for the On-Premise upgrade.
* Attended the Cisco Cloud Strategy workshop at the Cisco office at Bedfont Lakes in March 2014, via an invite by our Cisco account manager.
* Invited the Cisco Cloud specialist and Cisco UC&C Systems Engineer to our offices for a technical workshop to discuss the architecture and feature roadmap for the Cloud based **Hosted Collaboration Solutions (HCS)** architecture in May 2014.

Apr 2012-Apr 2013 BT iNet Oxford/UK

**Senior Unified Communications Engineer (Project Delivery)**

* Same responsibilities as the UC Engineer role below, promoted when management evaluated skill set/experience.

Oct 2008-Apr 2012 BT iNet Oxford/UK

**Unified Communications Engineer (Project Delivery)**

* Deployed various UC projects across the UK as the lead engineer.
* Solely responsible for the solutions acceptance testing, cutover and providing Go Live support.
* Low level design of UC solutions to meet client specific requirements.
* Built relationships directly with clients from the initial project kick-off phase of implementation through to it being handed over to the support team. I also used the opportunity to provide clients with additional consultancy in order to promote and make use of the more advanced features of the solution, with an aim to either improve their business function and end user experience. This resulted in the client requesting my presence back for additional professional services as either a Phase 2 exercise of the project or on a monthly/quarterly basis.
* Design and implementation of **Cisco LANs** (including IP address/subnet design).
* Assisted Sales, Pre-Sales and Project Management teams as and when required.
* Ensured technical project documentation and user acceptance test plans were completed and ensured these were up to date at the point of handover to the support team.
* Demonstrated flexibility and the ability to work under pressure at times to deliver solutions to tight deadlines and to resolve complex customer escalations, on my own and as part of a team.
* Carried out **Cisco Unified Communications Manager** solution designs, installations and upgrades.
* Configured **Cisco voice gateways**, 2nd and 3rd generation.
* Implementation of **Cisco Unified Border Element (CUBE)** features and **SIP Trunks**.
* **Dial Plan** designs for single and multi-site deployments.
* Solution integration with **ISDN** circuits and **SIP** service providers.
* Liaised with 3rd parties such as Cisco, **IPFX**, and various WAN service providers.
* Focussed primarily on new product development/implementation of **IPFX Director** (IPFX's standalone PBX) deployments for the last two years within this role, working closely with my Team Manager, Head of Department and Sales teams. I was the **SME** and also the primary point of escalation for this product suite for BT iNet's delivery and support engineering teams.
* Advanced **Call Centre** design/implementation for IPFX.
* Implementation of IPFX **Call Recording** solutions.
* Work closely with the **IPFX** support team and also their QA manager for latest version release testing prior to BT iNet officially making the release available for customer deployment.
* **IPFX** Admin, Operator Console Supervisor, Agent and User training for clients and internally.

Apr 2008-Oct 2008 BT iNet Shropshire

**Unified Communications Engineer (Support Services)**

* The same technical tasks as the Service Desk role below, but without all the admin tasks such as handling calls and emails received on the support desk.

Jan 2007-April 2008 BT iNet Shropshire

**Service Desk Engineer (Support Services)**

Proved myself within the company and secured this role.

* Provided UC 1st, 2nd and 3rd line technical support for over 2000+ customers across the UK.
* Troubleshooting **Cisco Gateways, HP** and **Cisco MCS servers, Cisco routers and switches.**
* Replacement of **Cisco** and hardware at customer sites/data centres.
* Remote and on-site resolution of faults and major escalations.
* Liaised with 3rd party vendors and support teams (**Cisco, IPFX, Arc**).
* Handled calls and emails received on the Support Service Desk as a secondary responsibility.

Oct 2005-Dec 2006 BT iNet Shropshire

**Network Support Analyst (Managed Services)**

This was my first Cisco role.

* 1st/2nd line network support (24x7 rotas) in a very busy **NOC** environment.
* Responded to Node/Interface alarms, raised support tickets using **Remedy**.
* Adhered to strict **SLA’s** and in accordance to **BS7799** and **ISO9001** standards.
* Network monitoring using **HP OpenView** and config collection using **Cisco Works**.
* Supported **Cisco** routers, switches.

May 2002-Oct 2005 Broadway School & 6th Form Birmingham

**(Birmingham Council)**

**Senior ICT Support Technician**

* Systems Administration of **Win NT 4.0/2000** servers and **Win 2000/XP** workstations.
* Installed/Supported **PC’s**, **Laptops**, **Printers hardware/software**, **switches/hubs/routers**.

***May 2001-May 2002 Cap Gemini Ernst & Young Birmingham***

Technical Support Analyst

This was my first technical role. Contracted to support 23,000 Price Waterhouse Coopers users throughout the UK.

* Supported **Windows 95/2000**, **Office 97/2000**, and **Lotus Notes 4/5**.
* Resolved network related issues.
* Logged calls via **Remedy** call logging software.

## TRAINING HISTORY

**April 2016** Business Development Training (Carried out by Dent)

**Jan 2015** Implementing Cisco UCM Part 1 (Exam 642-447)

**Dec 2014** Cisco Certified Network Associate (Exam 640-461) (CCNA Voice Cert)

**Nov 2014** Cisco Certified Network Associate (Exam 200-120) (CCNA R&S Cert)

**Jan 2013** UCCX Introduction (In-house training at BT iNet)

**Oct 2012** UCS C Series Servers (In-house training at BT iNet)

**Apr 2008** CCIE Voice written (Exam 350-030)

**Oct 2007** Implementing Cisco Quality of Service (Exam 642-642) (CCVP Cert)

**Sept 2007** Gateway Gatekeeper (Exam 642-453)

**Sept 2007** IP Telephony Troubleshooting (Exam 642-425)

**Aug 2007** Cisco IP Telephony for Release 4.x (Exam 642-444)

**May 2007** Cisco Voice Over IP (Exam 642-432)

**Feb 2007** Arc Helpdesk Course for version 4.1

**Jan 2007** IPFX Client/Server installation/support (3 day in house training by IPFX)

**Dec 2006** Building Cisco Multilayer Switched Networks Exam 642-811

**May 2005** Cisco Certified Network Associate (Exam 640-801) (CCNA Cert)

**Dec 2002** Cisco Certified Network Associate (Instructor led training)

**Feb 2001** Implementing and supporting MS Win NT 4.0 Server (MCP)

**Nov 2000** Implementing and supporting MS Win NT 4.0 Workstation (MCP)

**Aug 2000-Feb 01** Administrating/Supporting MS Win NT 4.0

***EDUCATION***

***Handsworth College Birmingham***

***1993-1995*** Btec National, Business & Finance.

***Holyhead School Birmingham***

***1988-1993*** GCSEs including English, Maths and Science.

#### **INTERESTS**

#### Always looking into trends and shifts within the technology services industry and then idea storming for ways to improve the customer journey. This is what I am really passionate about.

#### Enjoy going through books, videos and seminars on personal and business development.

#### From a fitness perspective, regularly try and keep up with circuit training and running.