## Azeez O Owoeye

#### Personal Data

**Sex :** Male

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#### Profile

I am a professional with 7 years’ experience in the Telecommunication / IT Sector, I am an enthusiastic team player who contributes best practice, standards and compliant approaches in order to achieve collective organisational goals. I am proactive, target driven, dynamic and enjoy working in a challenging environment with Over 6 years of progressive experience in Network Protocols, Communication Network and Firewalls. Comprehensive Cisco technology knowledge in designing, extensive experience in Planning, Implementation, Configuring, Testing and Troubleshooting of networking system, competent in handling escalating problems.

Proficient in usage of Microsoft VISIO, Excel as tools for technical presentation and documentation.

**Professional Skills**

* Windows XP, 7, 8 and 10 user supports
* Working knowledge of support MAC OSX Lion, Sierra, Yosemite environment
* MS Office Packages, Word, PowerPoint, Excel, and Access.
* Ability to use multiple CRM software applications which include, Remedy, Service Now, Clarify, SDP
* DHCP, DNS configuration and trouble shooting
* VoIP configuration and trouble shooting
* Working knowledge of technologies such as IP, ATM, DSL, Serial Line.
* Network Management / Monitoring Systems: HP Open view NNM, Multi Router Traffic Graph-er (MRTG), Pressler Router Traffic Graph-er (PRTG), Cacti, SolarWinds and Wire shack/Ethereal; Netcool, HyperTerminal, CLI, Telnet and SSH; Syslog Daemon; CA Spectrum.; Nagios.
* Exposure to ITIL - incident management, problem management, change management, and the understanding of adherence to SLAs/OLA.
* Cisco Switches: 2960, 3650, 3850, 4500, 6500 & 6800 series (IOS & IOS-XE)
* Cisco Routers: 800, ASR-1000, 1900, 2900, 3900, 7600 series (IOS & IOS-XE)
* Cisco Data Centre: 2000, 5000 and 7000 (NX-OS)
* Plan and Design network components.
* Good practice about network cabling and network security design.
* In-depth knowledge of local networks and internetWorking routing, addressing, subnetting, VLANs, ACL, NAT and VoIP related protocol.
* Advanced skill in designing, implementing troubleshooting and optimisation of routing protocols (BGP, OSPF, IS-IS, EIGRP, RIP, NAT).
* Solid background in DataCenter interconnect and WAN technologies (MPLS, L2VPLS)
* Excellent knowledge about VPN tunnels, IPsec.
* Deep understanding of networking protocols (e.g., IPSEC, DNS, DHCP, Telnet, FTP, SMTP, 802.11, QoS)
* Reporting
* Planning and Problem Solving
* In-depth knowledge of TCP/IP protocol suite and OSI model.
* Advance skill of Cisco Nexus Data Center Networking design and implementation using (Fabric Path, FHRP)
* VPN Connectivity/Config AWS Cisco, ASA, Meraki
* Good knowledge in design and implementation of Enterprise Security Architecture Cisco ASA, Check Point Firewalls.
* Good Knowledge of Network management protocols and applications such as Solar Wind.
* Cisco IPSec VPN's and Virtual Tunnels
* Advanced knowledge of Remote Access, site-to-Site VPN suing IPSEC/SSL security suite (VPN, GRE Technologies)
* Cisco Wireless
* Active Directory, office 365 and SharePoint administration
* Excellent verbal and written communication skills, with the ability to liaise with people from all levels and differing backgrounds
* SilverPeak
* Firewalls: Checkpoint, Cisco, Juniper and Palo Alto
* Cisco SD-WAN site implementations
* Holding UK Full Driving license.

**Professional Qualifications**

* Microsoft (Microsoft Certified IT Professional, MCSA/MCSE, Microsoft Certified Technology

Specialist, etc.)

* CompTIA (CompTIA A+, CTP+, CDIA+, Network+, etc.)
* Cisco CCNA Routing and Switching
* Cisco CCNP Routing and Switching
* System Center Certification Manager

**Work Experience**

**CAMELOT /NATIONAL LOTTERY**

**Oct 2018 Till Date**

**Network Security Analyst**

**Responsibilities**:

* Perform a review of each security rule, including the source, destination and services with the action. Including drilling into the groups, IA roles (and the associated AD groups/users) and reviewing the Servers role/purpose in the context of the rule action.
* **Re**Review of all firewall rules across the different platforms with the Camelot Environment.
* All rule comments updated to reflect the review and the rule purpose.
* Submission of tickets in the Camelot Change Request system for approval & implementation by Camelot IT Security team at a later date.
* High level executive summary showing the work is completed and the findings.
* High level documentation detailing the firewall review process.
* Changes on internal network configurations, and external partner or provider services.
* Remediation activities on the existing customer environment, outside of rule labelling and generation of tickets for remediation.
* Operating in agile way.
* Adapting and improvising processes based on feedback.
* Constant collaboration, frequent product releases, ongoing interaction with stake holders.
* Ongoing support and maintenance of solution.
* Investigation and understanding the firewall and providing simplification and modification to tidy up (13,000 rules).
* Rule base review, covering the source, destination, services and actions.
* Log Analysis
* Making recommendation based on idea to best security analysis
* High Level executive summary at High Level executive summary at the end of the project to reflect the findings and some information on statistics of tickets, changes etc.
* Firewall rule Reviews on the following platforms:
* **Check Point**
* **Juniper**
* **Cisco**
* **Palo Alto**

**SOUTHWARK COUNCIL**

**Aug 2018 – Oct 2018**

**Network Engineer**

**Responsibilities**:

* Monitoring and supporting MPLS Workspace.
* ASA Firepower, FMC and ISE 2.0 support and maintenance.
* Provide 3rd line support for the LAN and WAN infrastructure including trouble shooting and rectification of networking problems.
* Monitoring network health, performance, utilization and capacity.
* Technologies configured included Cisco Nexus 3,7,9K's, Silverpeak SD-WAN, Catalyst 6500-E's, Checkpoint VSX, Juniper SRX , ZScaler, Office365 Security and troubleshooting.
* Doing BAU work and working on migration projects such as Core Switches (From 10 x Cisco 3550 to 2x Cisco 4507) & Checkpoint firewall.
* Responsible to configure and troubleshoot Site to Site IPsec VPN & GRE tunnel.
* Network Outrage troubleshooting on a daily basis Router.
* Troubleshooting of LAN/WAN routing issues on daily basis.
* Creating and changing existing VLANs, Access port, Trunk ports and IP addressing.
* Configuring and verifying health-checks to allow rapid verification of network health by engineers and operations teams outside of networks.
* Supporting infrastructure including routing (Cisco ASR and 7x00 series, Cisco Nexus 7k and 9K) and firewalls (Checkpoint 21K running R77.x, Checkpoint 41K and 61K running R76.xSP, Checkpoint R65/R75 firewall Juniper SRX, Palo Alto).
* Wireless network design and capacity planning for venues with 500+ rooms, collaborating with engineers and management to fix outages, critical, escalated and other network issues, and provide related communication.
* Monitoring utilisation of all WAN links, identifying capacity constraints and excessive bursting and working with vendors to increase committed rates and add additional circuits where necessary to minimise costs and ensure resilience.
* Maintaining and Supporting over 40 Southwark Sites.
* Managing different Sites LAN, WLAN & WAN Network (Cisco 44xx Routers, Cisco 800 Series), Routing, 802.1x, QOS & BGP Peering with Virgin (ADSL Lines only Circuits).
* Maintain a high level and low level of project and support documentations, detailing the project & current design, topology and support mechanisms to help improve resolution times.
* Support for the day-to-day running and maintenance of all Palo Alto Next Generation Firewalls in the Southwark core network. (Upgrades, failover testing, capacity management, security, inventory management).
* Management of Palo Alto firewalls using Panorama.
* Silverpeak WAN Accelerator.
* Solarwind Network Monitoring.
* Deriving detailed configuration and implementation plans for BGP components on internet edge devices to allow internet connectivity for Viptella edge devices and facilitate transport of SD-WAN encrypted tunnels as well as connectivity to the cloud-based management platform.
* A thorough understanding of TCP/IP, LAN/WAN technologies, CAT 5 installation encompassing network trouble shooting skills both on site and via remote tools.
* Configure VPN / NAT /Port configurations /VLAN.

**TCS / (End client NEXPERIA)**

**Jan 2018–Aug 2018**

**Network Connectivity**

**Responsibilities**:

* Performing Network Admin tasks in Cisco Environment.
* Planning, design, configuration, administration, troubleshooting & setup and installation of additional / replacement of Switch and Routers.
* Wireless Access Point configuration.
* Palo Alto firewall configuration from scratch.
* Monitor the security of critical systems (e-mail servers, database servers, web servers, etc.
* Troubleshoot LAN connectivity issues TCP/IP, Remote Aruba VPN and Citrix issues.
* Networking: Aruba VPN, OSI Layers, Patching, Netgear Switches, Cisco Switch/Routers.
* Firewall - Palo Alto's 5000 series & descending, Checkpoint & ASA.
* Integrated a variety of 3rd party firewalls and security devices with the Algosec product, including but not limited to Cisco ASA, Palo Alto, Checkpoint, Fortinet, etc.
* Deployed URL Filtering and Microsoft Active Directory (AD) Integration on Palo Alto Firewall.
* Fortigate SD-WAN solutions.
* Researching and implementing a managed network for all global stores involving an SD-WAN or cradlepoint device solution.
* Supporting and maintaining Aruba wireless installation.
* Configuration and set up infrastructure of the wireless network.
* Updating Cisco ISE with any new network access requirements including the creation of new policies as and when required.
* Working with our MPLS or SDWAN provider for local/global office connectivity.
* Managing Aruba Wireless and Clearpass solution with over 50 access points.
* Networking: Cisco switches / access point and Fortinet firewall.
* Designing and implementing Network (LAN and WLAN environments).
* Router and Swtich, VLAN and IP Addresses, Firewall, DNS and DHCP, Structured Cabling.
* Network Security, Connectivity, LAN,WAN,AP,switches, routers.
* Clearly documenting systems and maintaining a CMDB
* 3rd party MPLS line monitoring, Provide on-site assistance.
* Setting up Cisco Firewalls in Active/Standby state.
* Regular conference meetings with the stake holders.
* I had a responsibility to manage board level stake holder expectation.
* When a major incident occurred, I reported the severity to the business and stake holders and potential impact it had on the productivity. The reported included stakeholder's expectations and workarounds.
* Installed, maintained and troubleshoot VPNs on Cisco ASA.
* Usage and Knowledge of DNS & DHCP (IPAM).
* Cisco Wireless LAN Controller.
* Using palo alto and cisco meraki.
* Full Understanding of ITIL, including incident management, change management and configuration

management.

* Configure Cisco Firewall ASA.
* Installation and configuration of core and workgroup Switches
* Core Switch 9k maintainace and parts exchange.
* Windows 7/10 upgrades.
* Cisco/VOIP/Telephony.
* Static routing and configuring devices with MPLS Routers and the VPN supporting Firewalls to enable dynamic routing.
* Supporting and maninting Aruba wireless installation.
* F5 Load balancers: Alteon, Radware and CiscoCSS load balancer installations and configurations.
* Firewall design for DC Core, Edge and MGT, Cisco ASA 5555 & 5555.
* Overseeing WAN upgrades.
* Switch Cabinet power redundancy scenarios
* Experience of migration from traditional data center network designs to Cisco ACI.
* Designed, Configure and support of Cisco ACI infrastructure on Cisco 9K platform.
* Configuration of Cisco ACI fabric L2/L3 architecture and switching architecture connectivity.
* Cisco Prime Infrastructure.
* Cisco ISE,Cisco Wireless,Cisco Firepower,IPAM, Use of Zabbix tool.
* Maintaining and supporting the IT infrastructure in a state of the art Data Center.
* I am responsible for creating and contributing to projects which enhance the day-to-day running of the Data Center.
* Document, publish, own and manage systems and procedures to manage and monitor capacity requirements within the Data Centre maximising efficiency and ensuring capacity for future growth, project delivery and rapid deployment.
* Usage of ServiceNow ITIL on a day to day activities.
* Troubleshooting and solving networking issues - TCP/IP, DNS, DHCP, Layer 2/3 network devices.
* On the BAU, I managed critical outages, provided frequent updates to the businesses and stake-holder until resolution of major incident has reached.
* Cisco WebEx online meetings and presentations.
* Create, develop and maintain an asset database for IP equipment.
* Develop and implement best practice for new works and operational processes and procedures.
* Printer commissioning, IP.
* SMTP config (MFP/MFD,Barcode printer).
* Incident management, capacity management.
* Asset management, problem management, change management.
* Window PC Build-up.
* Windows PC Operating system troubleshooting and fault-finding.
* DNS, WINS, DHCP, PC build up and Upgrade etc.
* As part of the End User Device team carrying out builds and deployments of PC's, laptops, netbooks, tablet PC and smartphones plus the normal supporting devices such as printers and chip & pin device responsibilities.
* Service now Integration.
* Expert level understanding of IAM, privileged access management concepts and processes.
* Cisco Voice Gateways.
* Solving Network issues by creating ticket on Service now.
* Incidents log in ServiceNow and assigned incident solved.
* Understanding of Service Management and ITIL.
* Standard Incident management.
* Installing and removing network equipment.
* Network Project implementation.
* Producing and Maintaining Network documentation.
* Complete Network Management and Monitoring System Using Observium.
* Skype for business
* Experience of 802.1x (wireless wired)
* Design and Implemented QOS for LAN/WAN infrastructure.
* In depth knowledge of the different network types (LAN, WAN, Access Control, Security)
* Troubleshooting and network security issues.
* Identification, diagnoses, and resolution of network probl**ems.**
* Using Wireshark to ensure the QOS DSCP values were end to end between sites.
* Implementation of routing protocols such as Spanning Tree OSPF, RIP,HSRP,NAT, BGP and EIGRP.
* Knowledge of design, Build and implementation of LAN and infrastructure components (Core and Edge Switches).
* Providing Support to the Trust's Wired and Wireless LAN, Cisco Nexus Core Switches, Edge Switches DHCP, DNS and Firewalls.
* Maintaining & Troubleshooting complex LAN/WAN infrastructure.
* Documentation, Network diagram use of Visio and Microsoft excel and change control.
* Day to day Cabling and Patching IPV4/IPV6, LAN Switching Technologies, IP Routing Technologies, Network Device Security and WAN Technologies.
* Troubleshooting NAT, PAT, DHCP.
* Amend rules and create VPN Checkpoint R65 & ASA 5520.
* Install, configure, and upgrade the following operating systems and applications, Windows 7, Windows Vista, Windows XP, Windows NT, Windows 98, DOS, Outlook, MS Office 2010, MS Office 2007, MS Office 2003, Windows Server 2008, Windows Server 2003 and Active Directory.
* Suitable use of Dynamic Routing, Static Routing, Switching, VLANs, MPLS, RSTP, Ether channel, REP.
* Topologies & Protocols, Security, Resource Sharing, Network Administration, Peer- to-Peer & Client/Server, TCP/IP Networking, Networking Services, Configuration and Troubleshooting. WiFi installation, use and testing. Domain Membership & Policies.
* Meeting tight deadlines and taking proactive measures in order to guarantee optimal network performance.
* SharePoint site administration.
* Palto Alto firewalls implemented.
* Palo Alto PanOS 4.0 to 6.1 Upgrade design.
* Responsible for the MPLS Wide Area Network.
* Upgrading data lines from standard ADSL to high speed MPLS, UPS upgrades, and switch upgrades.
* MPLS network rollout Project across 20+ sites.
* Wireless Access Point configuration.

**Baserock IT Solutions (End client Mars Food) Jun 2017 – Jan 2018**

***Network Project Engineer***

**Responsibilities**:

* Configuration of routing and switching protocols on Cisco Routers and Switches in accordance to Low Level Design.
* Supported migration activities and installation of new routers and switches across multiple customer sites and Datacenters into switch racks and cabinets.
* Carryout site survey and audit for identification of Ethernet Switches and Routers installed on customer sites in (Belgium, Holland, France, Russia, South Africa, Australia and UK).
* Update the asset database and excel spreadsheet with the site hardware, routers, switches and cabling and patching details.
* Produce Microsoft Visio network diagrams detailing both physical and logical connectivity of networks devices on site.
* Regular conference meetings with the stake holders.
* Allocate IP addresses to network devices and interfaces from the IP allocation spreadsheet.
* Working with Windows 7/8, Windows server 2003/2008/2012, Active Directory, DNS, DHCP, WDS, WSUS, VPN, Group Policy Management, NAS, Office 365 email administration, Windows Server Backup.
* Working within TCP/IP network environment including DHCP, DNS and Ethernet.
* Network Management MRTG, PRTG, HP NNM, Solar Wind Network Monitor, EMCO Network Monitor
* Documentation Tools Microsoft Office Packages, MS Visio, MS SharePoint.
* Use application software such as Switch miner for switch-port mapper / discovery.
* Implement firewall rules on Cisco ASA firewalls to allow user application traffic flow.
* Liase with onsite support for site access and remote hands and management of other suppliers / vendors.
* Installed and configured Cisco switches to merge voice and Data network infrastructure
* Inherited a MPLS project that was off-track; liaised with parent company to deliver a solution with increased availability, security, and visibility ahead of project schedule.
* Linux server support and systems administration of mail, DNS and Radius platforms
* Deploying multiple new Datacenters using Arista, Arista switches
* Demonstrate Multicast troubleshooting skills, multicast Networking and Configuration
* Project work, such as ACS upgrade, Aruba Airwave rollout, Clearpass support, NMS testing
* Configuration, installation and administration of Cisco Routers, Switches, Firewalls, ASA, IPS, ACS, ISE, Prime Infrastructure, WLC, WSA, ESA, IronPort, Check Point Firewalls, Juniper EX Switches and SRX, IBM ISS Proventia and wireless APs
* Corrected networking connectivity issues in wireless, routing, and switching using a layered model approach
* Standardised site surveying, positioning, and configuration for WLAN upgrades for coverage in office areas, large-scale manufacturing warehouses, and outdoor layout
* Implementing and supporting real-time monitoring systems in low latency
* Handled complex routing issues with BGP and OSPF NSSA areas.
* Implemented special features of NAT, BFD, HSRP, STP, VPC
* Managed backup systems and disaster recovery
* Performed troubleshooting on Multicast Routing.
* Created and maintained network topology documentation as new sites were integrated.
* Performed Active Directory administration and configuration
* Developed disaster recovery plans and managed daily backup and recovery
* Monitored the network in order to identify any irregularities in user activity and provide quality documentation
* Performed daily backups of all servers using Net Backup Admin while enforcing the company's required standards and procedures.
* Administration / maintenance of Cisco network infrastructure including firewalls, switching, routing, Meraki Wireless, VPN, Cisco + Mitel telephony.
* Monitor Cisco Meraki switches and event logs.
* Performed multiple installations and troubleshooting of WAN circuits (T1-PRIs) for both voice and data utilising both Mitel switches and Cisco's 3560s, 2960, 6509, and 8540s.
* Audited, designed, integrated, configured and tested LAN and WAN equipment such as Cisco Catalyst family of switches, Cisco Routers, Cisco Firewalls, Intrusion Detection and Prevention.
* Troubleshooting and repair of network related issues.
* Hands on with IP Telephony / SIP
* Diagnose and resolve VoIP problems and signalling faults using VoIP monitoring tools and packet captures
* Identified and resolved issues with routers, switches and circuits.
* Assisted remote engineers with troubleshooting network issues in remote offices.
* Assisted with Load Balancers (F5 Bigip a plus),NSS Edge Firewall
* Design, implementation and maintenance of Cisco ACI
* Troubleshoot IS-IS, BGP, MPLS, QOS, COS, OSPF, MPLS-TE
* TACACS administration using ISE and Network monitoring using Solarwinds
* Introduction of Cisco ISE for network access control across all locations
* SIP/WAN Trunking and short-term hosted/cloud telephony solutions
* Manage and maintain NetGuard Security
* Assisted with the delivery of multiple automations in Powershell scripting & VB Scripting
* Maintain exceptional track record in delivering large-scale AWS migrations projects
* Hands on with Cisco products PIX firewall, 2500, 2600 series routers and Cisco VPN software
* Instigated a server rationalisation process Utilising both VMWare and new servers and the decommissioning and disposal of the resulting old out of date systems
* Manage and maintain Cisco ASA Firewall, Routers (NAT, PAT) & Switches (Vlan, VPN)
* SIP Trunking, Carrier VoIP and Hosted IPT Voice
* SIP/WAN/MPLS trunks; SBCs (AudioCodes), Packet Shapers (BlueCoat), SAN (for voice recording data) and for all new Cisco network components. Provided training for some staff on IP basics, VoIP/IPT and SIP protocols
* Working independently and within a team to configure and support networking infrastructure for new and existing customer environments to provide protective monitoring
* Responsible for maintaining Aruba WiFi/LAN/Internet connectivity at corporate office
* Experience with software like Polycom, Cisco Telepresence, Avaya (Scopia), Hp: Halo etc.
* Supported the Polycom Systems, Cisco Systems, Creston, AMX and other audio and video technologies.

**DPD UK Jan 2015 – Jun 2017**

***Network Field Engineer***

**Responsibilities**:

* Manage and maintain network operations of multiple vendors through effective installation and configuration.
* Using ITIL best practices to manage Incident & Problem tickets.
* Solve service incidents accurately and in a timely manner. Achieve client satisfaction.
* Install and configure network hardware and software systems.
* In addition to usual BAU duties, I have assisted with many projects, including the addition of new threat detection and protection systems to the network and the upgrade Cisco ISE nodes, re-IP addressing and documented whole network consist 3000 nodes, NTP setup around campus, IOS upgrade on all network access switches and wireless LAN controllers.
* EMEA installations and configuration of Polycom Telepresence and Video conferencing Polycom endpoints
* Implementing, configure, and test network protocols at customer sites.
* Provide technical support to solve network issues, install and configure network operating systems, and maintain network server and devices at customer sites.
* Deploy new Cisco routers and different network security and load balancing devices for clients of [company name] representing TATA Communications.
* Basic Cisco Meraki
* Deployment of Cisco Meraki and Ubiquiti Unifi Wi-Fi solutions
* Installation of Cisco, Avaya, Polycom and BT VOIP telephony devices
* Integration of Cisco Controller with ISE for External Captive portal, Onboarding. Etc
* Rack, mount, cable and deploy initial configuration.
* Hands on support in WAN circuit turn up or LAN network migration activities.
* Manage and maintain network operations of multiple vendors through effective installation and configuration.
* Solve service incidents accurately and in a timely manner. Achieve client satisfaction.
* Install and configure network hardware and software systems.
* Dealing with vendors in regards to managing the NOI requests and make arrangements for Inspection visits, notification to collect non-conforming parts for rework and replacements. Review, communicate NCR correspondence using Outlook email
* Thorough understanding of Monitoring and Alerting solutions (Tivoli, TADDM, Nagios)
* Implementing, configure, and test network protocols at customer sites.
* Provide technical support to solve network issues, install and configure network operating systems, and maintain network server and devices at customer sites.
* Installation of Cisco Routers and Switches on customer sites and Datacentres.
* Installation and configuration of WAN technologies such as Frame Relay, Fibre, ISDN, E1, xDSL in a Cisco Router (800, 1700, 2600, 2900, 3500 series).
* Produce MS Visio diagrams detailing low level and high level physical and logical connectivity.
* Implement network solutions in accordance to network designs provided by the Lead Designers.
* Renders 2nd Line Network Technical Support for client’s data networks.
* Investigate routing and switching issues and take ownership through to resolution.
* Configure Cisco Routers routing protocols including OSPF, EIGRP, BGP, NAT and RIP and also creating and implementing Access list and security control.
* Provide regular activity status reports to the Technical Services Team Lead
* Provide support to all IT sectors on regional basis and ensure growth.
* Hands on with AD, DHCP, DNS, Switches and Firewalls.
* Deploying and troubleshooting QOS models across multiple platforms and technologies.
* Implementing ISE (Identity Services Engine) utilising TACACs to replace previous RADIUS setup
* In depth knowledge of DSCP, MPLS EXP, Classification and Marking, Congestion management (LLQ etc) congestion avoidance (WRED etc..).
* Cisco routing and Switching Cisco/checkpoint/Firewall experience
* Data circuit turn up and troubleshooting, configure and install routers, cable modems.
* Deep knowledge of network architecture fundamentals - TCP/IP stack, DNS, ICE/STUN/TURN/NAT, peer-peer, firewalls, packet filters etc
* Knowledge of packet loss identification and root cause
* Directed the configuration of voice and data switches with routing protocols EIGRP/OSPF with multiple VLAN architectures (DOT1q, ISL)
* Audited, designed, integrated, configured and tested LAN and WAN equipment such as Cisco Catalyst family of switches, Cisco Routers, Cisco Firewalls, Intrusion Detection and Prevention.
* Configured and maintained VPN products for remote and L2L peers.
* Troubleshooting and repair of network related issues.
* Identified and resolved issues with routers, switches and circuits.
* Setup CheckPoint Version4.1 FireWall-1 and CheckPoint VPN-1.
* Setup company IP address scheme and name space. Setup and maintained DNS, WINS and DHCP servers.
* Build VMware labs to test upgrade Paths and current configs before applying update/fixes also using VMware to replicate issue and debug
* Assist and/or take over many difficult tasks, which can range from anything such as a Microsoft AD issues to an upset customer.
* Maintain exceptional customer relationships where I have become the preferred and primary company contact.
* Responsible for the global strategic on-premises Microsoft Lync/Skype for Business Unified Communications solution through RFI/RFP, Design, Implementation to BAU handover
* During the transition of all telephony estates I'm also responsible for defining the strategy for Skype for Business with a Hybrid model to allow integration with the incumbent Audio/Video solutions within the authority.
* Global Protect and Aruba VIA VPN Administration
* PBX equipment, routers, LAN switches and firewalls (all Cisco) as well as other network equipment (Nortel VoIP). Used Microsoft Office, Visio
* Procedures defined for modification of BSS user configuration files, alarm handling and other aspects. Written in Interleaf. Presentation slides prepared using PowerPoint

**21st Century Technologies Jun 2013 – December 2014**

***Wireless Network Engineer***

**Responsibilities**:

* Developed a standard process with Chariot to decide on what performance results were acceptable for release and what type of scripts should be executed
* Upgraded infrastructure in the lab to provide more fibre drops for isolation chambers to connect to internal shared servers, and investigated what options would best fit lab needs
* Creating images on laptops, for testing new equipment, increase testing process, and efficiency
* Testing compatibility and validation of software drivers/hardware on laptops and pocket PC's
* Wired and Wireless packet tracing to verify proper packet type, size, and information
* Generated test ideas to increase coverage of product reliability
* Planned, designed and ordered network equipment as well as optimised existing multiplexing equipment with more bandwidth to feed network growth
* Identified network capacity shortages daily and provided high bandwidth and dynamic designs to resolve network congestion
* Analyzed tier-3 service requests from various industries.
* Advised best practices to monitor, troubleshoot, secure networks via IDS and IPS.
* Tested controllers from Cisco, Motorola, Aruba, Meru, Trapeze, Xirrus.
* Managed lab of routers, switches, RF chambers, spectrum analysers.
* Drafted technical notes and edited white papers.
* Maintained a four bay PC repair Center
* Provided technical consultation for small office home office customers
* Performed trending and optimisation with MRTG software to ensure proper flow and use of bandwidth
* Fabricated and installed CAT-5E network cable in both commercial and residential environment
* Implement network solutions in accordance to network designs provided by the Lead Designers.
* Renders 2nd Line Network Technical Support for client’s data networks.
* Investigate routing and switching issues and take ownerships through to resolution.
* Raise line faults with the access circuits providers which include BT, TalkTalk, and Other suppliers.
* Configure Cisco Routers routing protocols including OSPF, EIGRP, BGP, NAT and RIP and also creating and implementing Access list and security control.
* Provide proactive support for customer networks using network monitoring tools such as Netcool, Cisco Works, HP Open View e.t.c.
* Installation and configuration of WAN technologies such as Frame Relay, ISDN, E1, xDSL in a Cisco Router (800, 1700, 2600, 2900, 3500 series) Network Environment.
* Configuration of Cisco AAA TACACS or RADIUS ACS Server for user access control.
* Setting up of LAN – to – LAN IPSec VPN tunnels and integration of network security features.
* Provide regular activity status reports to the Technical Services Team Lead
* Good knowledge of UNIX / SSH keys technology
* Experience with ServiceNow and CyberArk
* Cisco CLI
* Designed and implemented company-wide automated test framework for RF and IP telecommunication software/embedded system, including functional, load, regression, and performance test.
* Improved test script development flexibility and efficiency: multi-layered architecture provides a virtual environment, allows test scripts focus on test process without worrying about programming language and hardware protocol handling.
* Proved stability and test script plug-and-play during test executing and data acquisition.
* Provided richer reporting and analysis for better test result understanding.
* Coordinated redesign and move team for lab consisting of hundreds of systems. Awarded for significantly improving the infrastructure through centralisation, modulator, and upgrading to a gigabit-based backbone.
* Ordered, maintained, and upgraded equipment for department, from low-end desktop to high-end enterprise systems.
* Prepared department for another move. Worked with building architect firm to design electrical schematics, room layouts, network topology.
* Drove the coordination and implementation of service contracts for new and used equipment, significantly reducing redundant inventory while increasing machine uptime.

**Gilbraltar Technologies Limited Jan 2011 - June 2013**

***Technical Support Analyst***

**Responsibilities:**

* 2nd Line Technical support for customers on installation Internet Broadband.
* Configuration of ADSL CPEs
* Manage both inbound and outbound 1st line technical support calls effectively.
* Diagnose and resolve PC, broadband, and line related faults
* Log customer faults to CRM software and follow up on technical problem.
* Providing support for all BT Cloud customers, ensuring calls are answered within agreed targets, using the agreed customer salutations
* Escalate unresolved issues to relevant department e.g. PSTN line faults.
* Remote Access support and configuration of customer premises equipment such as routers, PCs etc.
* To log, update and track the progress of tickets and provide timely feedback to customers on a regular basis.
* Provides member experience support for numerous applications and capabilities including Deposit-at-Home, Deposit-at-Mobile, member registration, PIN, password, security, website navigation, browser capability, Quicken, and general technical support
* Delivered IT solutions to both onsite and remote clients located across the UK and Europe.
* Responsible for supporting Troubleshooting hardware, repairing desktops and laptops.
* Provided support for remote users using Remote Desktop Connection, VMware console.
* Supported company network system TCP/IP LAN/WAN, wireless and network printer setups.
* Analyzed, configuration, maintenance, installed, and provided upgrades of all company software.
* Assisted in the setup and management of file share servers, network drives, and data arrays for day-to-day backup and archive.
* Responded to technical support requests/tickets from faculty and staff through the company's web-based helpdesk
* Used proven communication and documentation skills to record critical work processes, created and maintained documentation and training procedures, and communicated effectively with vendors, contractors, and fellow employees
* Process Computer Access Forms to setup new user permissions and change existing user permissions.
* Troubleshoot Wireless security and network connectivity issues
* Diagnose & Repair servers, domains, patch panels, cabling, and MS office
* Troubleshoot Windows OS 2000, XP, Vista, 7, 8, 8.1 and server 2003 & 2008
* Provide support for everyday technical difficulties such as mapping network drives, outlook POP3/IMAP configurations, application compatibility, network printing and scanning, hardware and software.
* Manage desktop hardware and re-imaging of machines including HP desktops and Lenovo laptops as well as maintenance of Xerox, HP, and Canon printers.
* Create, change, and manage of IP phones and extensions using Avaya Site Management Console.
* Manage user accounts using Active Roles Console for user groups and ActiveSync

#### Education

**London Metropolitan Univerisity**

**Cisco Academy – CCNA Routing and Switching**

**Cisco Academy – CCNP Routing and Switching**

**Reference**

Available on request