**DION PHILLIPS**

**36 Birchwood Close, Hatfield, Hertfordshire, AL10 0PP**

**Tel: 07854131138, Email:** [**dphill76@gmail.com**](mailto:dphill76@gmail.com)

**Nationality: British, Full Clean Driving License, Car Owner**

**EMPLOYMENT HISTORY**

**August 2014 – Present Day – Senior Consultant – Infinigate UK – Nationwide**

* Wireless network design, carrying out wireless network surveys both on site live surveys and predictive desktop surveys using Airmagnet software. Including enterprise, retail, education and entertainment venue networks.
* Wireless network trouble shooting and fault analysis using spectrum analysis tools such as Wi-Spy.
* Wireless network management platform migration (On-premise to Cloud)
* Pre and post sales activities including product demonstrations, solution scoping and implementation. Current products and technologies include Next generation firewalls (Sonicwall), Wireless networking (Aerohive), Network access control (Aerohive A3) and Mobile device management (Mobileiron).
* Enablement training of reseller partners, sales staff and end users on pre sales demonstration techniques, scoping and advanced configuration / design best practices across multiple technologies.
* Providing certified training to both reseller partners and end users, covering Wireless networking and Next generation firewalls. Currently a certified trainer for Aerohive Wireless networks and Sonicwall NGFW.
* Proof of concept planning, deployment and subsequent reporting ensuring success criteria are met
* Product evaluation and reporting to C level executives, covering product effectiveness and integrations with existing vendor technologies within the portfolio.
* Design authority from project initiation to hand over. Providing the necessary product training to end users where needed.
* Formulation of costing models for large multi-site deployments such as retail outlets and multi-site corporate offices
* Process and documentation creation in line with business needs such as vendor training course onboarding, scoping data capture templates, tender response documents, partner engagement packs and Lab environment user guides.
* Implement and maintain the company ATC (Accredited Training Centre). Including accreditation management, course scheduling and new vendor course onboarding.
* Writing white papers and blog posts for the company webpages.
* Creating training materials for saleable courses on the fundamentals of a given technology (Wireless and Security basics)

**May 2012 – Aug 2014 - Solution design Engineer – Arqiva – Worldwide**

* Carrying out wireless site surveys at various venues including, enterprise offices, schools, retail outlets, shopping centers, Hotels, metropolitan networks for mobile network operators, transport hubs (train and bus stations), sports venues (Football stadiums and cricket grounds) and marinas.
* Documenting survey details and configuration settings based on survey findings.
* Carrying out desktop based wireless site surveys using the Ekhau site survey suite.
* Trouble shooting and optimization of wireless networks using protocol and Rf analysis.
* Providing technical solutions and information for bespoke projects to the sales team and customers
* Provide pre-sales activities support on bids, tenders and quotations.
* Relay technical information surrounding the customer’s needs and potential use of Arqiva services to the product management team.
* Actively communicate ideas and possible solutions to advance the current product set.
* Conduct onsite surveys, producing detailed, clear and concise supporting documentation. This includes customer sites within the UK and overseas.
* Being the technical authority and owner of bespoke projects, working in conjunction with the project management and account management teams to ensure a quality solution is delivered to the customer.
* Provide high level technical assistance to support teams when required.
* Product development in collaboration with other Arqiva departments.

**Nov 2010 – May 2012 - Lead Wireless Network Engineer – The Cloud(BSkyB)- Nationwide**

* Rf Optimization projects.
* Rf Planning and impact analysis.
* Rf Surveys in complex venues.
* Wi-Fi surveys across a number of venues for large scale deployments, feeding in to design solution.
* Developing technical rules and design guideline documents.
* Providing direction to help determine network impact for coverage and capacity expansion.
* Recommend RF solutions and carry out changes to improve site performance.
* Building trust and influence with key customers.
* QA testing of existing installations including full reporting and improvement analysis.
* Method statement and Risk assessment creation.
* Implement clear survey guidelines and documentation templates for all outsourced surveys undertaken by 3rd party suppliers.
* Ensure accurate records of all installations are completed.
* Post installation and commissioning checks.
* 3rd party supplier training and monitoring ensuring SLA’s and KPI’s are met and preferred installation methods are adhered to.
* Vendor equipment testing (coverage, throughput and installation process) and full reporting on findings.
* Dealing with angry or frustrated customers by way of education and empathy.
* Problematic site fault analysis and reporting with documented remedial actions.
* CPE router configuration creation at proof of concept stage
* WLC/Access point configuration.
* Pre-sales support and consultation with key clients.
* Conduct project assessments with focus on customer satisfaction covering installations, customer education and high quality of installations with documentation, pictures and standard of tools and equipment used.
* Management of all Kit ordering, all logistical stock, maintenance stock review, retirement and introduction of new kit.
* Lead/Assist in developing technical rules and design guideline documents.

**Feb 2009 – Jan 2010 - Network Engineer – Agilisys – Nationwide**

* Planning, execution and migration of the existing Wicoms network portfolio across to a new monitoring platform
* Formed necessary network maintenance and support processes
* Designed and installed new network deployments at various venues in and around the UK
* Incident management and root cause analysis (2nd/3rd line support of 100+ wireless networks)
* Remote network administration and support utilising Solarwinds Network Management System
* Wireless network site surveys
* LAN design and implementation
* Router, Switch, WLC/Access Point configuration
* Technical Design Advisory to clients and colleagues
* Point of contact for incident escalations
* Out of hours on call support
* Providing written quotations based on surveys and client requirements
* Project management from initial enquiry to completion.
* Full project documentation including network design, pricing and methodology.
* Site Supervision including team task assignment, project progress monitoring and reporting.
* Inventory management.
* Team and client training.
* Testing and evaluation of various vendors’ equipment.
* Service management – liaising with the service-desk, end users, clients and manufacturers
* Process review and implementation e.g. standardised configuration documentation with version control.
* Creation of sharepoint hosted support and instructional documentation including how to guides, scripts and fault diagnosis procedures.

**Jan 2006 to Feb 2009 - Wireless Architect/ Lead Engineer – Nexus Computer Services - Nationwide**

* Design, implementation of full meshed wireless networks Nationwide, including the Bourne Leisure groups, Butlins, Haven holiday parks plus smaller wireless network solutions within the Financial and Commercial sectors in and around the UK for a Wireless ISP
* Full outdoor/indoor wireless mesh network and hot spot design (300+ access points).
* Wireless Network design documentation both high and low level.
* Installation planning
* Pre installation and post installation client consultation.
* Technical design authority for network designs.
* Project planning and execution.
* Supplier management including cabling teams, installation teams, support teams and device manufacturers.
* Access/Billing gateway configuration, WLC/Wireless access point configuration, Router and Switch configuration.
* WLC/Wireless access point, Router, Switch, AAA Server testing and installation.
* Creation of scripting tools to allow configuration generation for new and replacement devices (Routers, Wireless access points, AAA Gateways and Switches).
* Final network testing including Bandwidth, Latency and throughput test.
* Coverage surveys utilising Airmagnet survey pro software.
* Disaster recovery strategy planning and execution (Fail over devices and UPS systems).
* Providing necessary risk assessments and method statements to accommodate varying sites and projects.
* Providing technical training to both clients and team members.
* Support process planning and implementation.
* Liaising with manufacturers to diagnose device faults varying from OS bugs to hardware issues.
* Incident trend analysis to identify and implement necessary changes to the related process or infrastructure.
* Monitoring and reporting project progression directly to the client via monthly governance meetings and weekly progress reports both verbal and written.
* Generating and creating Incident, usage and availability reports.
* The planning and execution of any ad-hoc installation requests.
* Bid formulation for new projects one of which entailed all planning and costing for the roll out of 100+ WiFi Hotspots UK wide
* Pre –sales, attending technical meetings, site surveys (cabling, wireless and electrical)

**Jan 2004 to Jan 2006 - Site Supervisor/Lead support Analyst – Nexus Computer Services – London**

* Site Supervisor / Lead support analyst working at the BGC/Cantor Fitzgerald Trading HQ in Canary Wharf
* Responsible for the planning and management of the relocation of over 1000 staff members from their city branch to their new Canary Wharf
* Infrastructure cabling relocation and termination, relocation of voice and data equipment ranging from IP phones and desktop PC’s to Reuters stations and dealer boards
* 1st/2nd line desktop/Server incident logging, resolution and escalation.
* Quotation, planning, team allocation of departmental moves, adds and changes, new circuit provisioning (Cat 5/6, Coax and Fibre Optic), Rack installations/relocations and desktop move requests received via Quetzal call logging system.
* Desktop/Server builds and upgrades (Software and Hardware).
* Desktop, Server and Laptop configuration/imaging.
* Standardised desktop image creation using Symantec Ghost.
* Server health checks.
* Asset management of desktop hardware and software licenses.
* User account administration and server management.
* Basic user training covering various software packages (Office, IE, XP and Vista).
* Attend weekly project and operations meetings with the client and various department team leaders from the building maintenance, voice and network teams to agree approach for future and ongoing projects.
* Incident reporting both written and verbal.
* Prioritising work effectively across the team, linking between departments thus ensuring client’s needs are met.
* Organising teams dependant on project details and team members skill sets.
* Sourcing and supervising contractors and sub-contractors as and when needed.
* Compiling and monitoring staff rotas and authorising timesheets to ensure keeping within staffing and project expenditure.
* Making sure all internal processes, operations, health and safety policies and systems are adhered to and become second nature to the team.
* Helping to maintain good morale and team spirit by promoting a can do attitude to both clients and team.

**Nov 2000 to Jan 2004 - Desktop/Network Support Engineer – Communica – City of London**

* Incident management and root cause analysis (customer support to 800+ users)
* Moves and change planning and execution
* Network fault response / fix within agreed SLA’s
* New circuit provisioning for voice and data systems
* Resolve server/network issues reported by Remedy Service Management Tool
* Escalating major incidents to appropriate support teams
* Desktop and Laptop builds and re-imaging
* Microsoft NT Server and XP management
* Providing day-to-day technical support to PC users (800+).
* Upgrading and configuring desktop hardware to allow for OS update (e.g. Processor, RAM, CDROM)
* Desktop/Laptop image creation and optimisation
* Using Symantec Ghost (server and client) to deliver images to multiple PCs simultaneously
* Carrying out OS installs on problem computers that refused network image rollout.
* Replacing Cisco and HP switches / routers
* Carrying out scripted file, mail and print server migrations
* Performing pre/post migration server health checks
* Exchange server administrator

**SKILLS**

**Technologies**: NGFW, MDM, NAC, Wireless 802.11, Switching/bridging, spanning tree (STP), VLANs, VTP, DNS, DHCP, Radius, TCP/IP, VPN, OSPF, RIP, EIGRP, ADSL, Load balancing, NAT, ACLs

**TRAINING & QUALIFICATIONS**

**ACMA Aerohive Certified Mobility Administrator**

**ACMP Aerohive Certified Mobility Profesional**

**Aerohive ATP (Trainer)**

**SNSA** **CST** (Sonicwall Network Security Administrator – Certified Trainer)

**SNSP** (Sonicwall Network Security Professional – Certified Trainer)

**Sonicwall Technical Master**

**CST** (Certified Sonicwall Trainer)

**CWNA** (Certified Wireless Network Administrator)

**CWSP** (Certified Wireless Security Professional)

**CCNA** (Cisco Certified Network Associate) Expired

**RWCTI** (Ruckus Wireless Certified Training Instructor)

**CompTIA Network+**

**CompTIA A+**

Currently working towards CWNE certification.

**REFEREES – Excellent References Available On Request**