Caglar Gunduz

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# profile

Self-employed in UK. Experienced at Vodafone and Turk Telekom, Europe’s Leading Internet Service Providers. Self-confident about the technical Network Engineering. New projects, migrations, support and maintenance. All networking protocols and known how to make pleasure to customers or the company working for.

# Experience

Turk Telekom

Data Center Network Planning & Operations Engineer 2018 – 2019

Working as Level 3 Data Center Network Planning and Operations Engineer that managed the all of the TT Data Centers’ network and Load Balancers.

* Managing Cisco Routers and Cisco VSS and Nexus switches at DC.
* Managing F5 Load Balancers in front of the internal servers.
* Routing, switching based network protocols.
* Troubleshooting and Maintenance of the network based on the Incident & Requests related to other internal groups.
* Responding improving the Datacenter and Backbone connections, routers and switches topology.
* Planning and supporting to installation and migration of the new Data Center (3000 m2 Area) with managing Arista Switch Network and F5 Load Balancers.

Vodafone

Network Engineer 2016 - 2018

Working as Data Network Engineer that managed the IP/MPLS network of Vodafone Sites and provide troubleshooting for Vodafone customers.

* Working on the IP/MPLS Core that using Juniper, Cisco ASR and Huawei mixed backbone to provide additional L2VPN and L3VPN solutions for Vodafone Customers.
* Working on the migrations of legacy Borusan-Telekom Carrier Network customers to new IP/MPLS Carrier Ethernet Network that supported with Cisco PE routers Cisco ASR9K and Juniper Routers and Cisco-Huawei Switches.
* Design and implementation of redundancy and load balancing scenarios and configuration of 3G Mobile backup services for Vodafone customers.
* Troubleshooting and Maintenance of the network based on the Incident & Requests related to the Vodafone and Vodafone Customers.
* Responding that manage to customers directly if needed.
* Installation new circuit on Backbone devices such as L2vpn, L3vpn, Internet and configuration BGP, OSPF and other routing protocols.
* Support field services and provide end-to-end troubleshooting.

Vodafone

Wholesale Customers Technical Support Team Lead 2015 – 2016

Working as Wholesale Support Leader that managed the IP/MPLS network of Vodafone data customers and Voice Operators at all the world.

* Giving technical support and identifying faults, raising and following trouble tickets and providing resolution for the international ISPs such as British Telecom, OTE, Tata, Colt etc. for link outages, service quality problems and network performance problems.
* Responding issues as arise regarding all transit voice traffic with the national and international carriers.
* Analyzing the issue with the help of CDR queries and live test calls and taking necessary actions to notify / assist internal level 2 voice teams and underlying carriers and route changes if necessary.

Vodafone

Technical Support Specialist 2014 – 2015

1st Level technical support for corporate customers such as network and access problems on DSL, G.SHDSL, Leased Line, Metro Ethernet and GPRS connection types. Troubleshooting and analyzing the problems deeply and making configurations at CE routers when needed.

* 2nd Level technical support for ADSL lines -“Biri ADSL” for individual customers and escalating to higher levels when necessary.
* Giving 1st level Data & Hosting & Security Support to customers by giving necessary actions.
* Giving 1st level technical support for VM and physical servers.
* Report customer’s dissatisfactions to Senior Management.
* Working in coordination with IT network & security departments to resolve the issues if necessary.
* Troubleshooting network security issues.
* IT infrastructure and network management.

# Education

Dogus University Istanbul

Bachelor of Information System Engineering 2013

# TECHNICAL & EQUIPMENT SKILLS

* Hands-on experience on Cisco ASR Routers (9K/1K).
* Hands-on experience on Cisco 1800/2600/2800/3700/7200/ 7600/10K Routers.
* Hands-on experience on Cisco 2960/3750/3560/4500/6500 Switches.
* Hands-on experience on Nexus 9K-7K-5K-3K series.
* Hands-on experience on Juniper Routers (Mx/M/Mi/J/ Series).
* Hands-on experience on Huawei s9300, s5300 series switches.
* Hands-on experience on Huawei NE, AR series routers.
* Hands-on experience on F5 Load Balancers.
* Hands-on experience on Arista Cloud Switches.
* Advanced configuration & troubleshooting skills and experience on IP/MPLS Backbone, Fiber Switch Network, Local Area Network.
* Advanced knowledge of WAN & LAN: TCP/IP, Ethernet, PPP, STP, MSTP, Frame-Relay, L2VPN, L3VPN, IP Services)
* Advanced knowledge of Implementation and Operation: BGP, RIP, EIGRP, OSPF
* Advanced knowledge of MPLS: MPLS Networks, MPLS VPN, Path Protection, RSVP, LDP, BFD solutions.
* Advanced knowledge of QOS Implementation & Design.
* Advanced knowledge of network optimization: Load-Balance Scenarios, Redundancy & Resiliency scenarios, SNMP.
* Strong knowledge of management tool: RIPE
* Strong knowledge of IPv6&Multicast Implementation & Design
* Basic knowledge of scripting, Python.

# PROJECTS

AS Migration From AS8386 through AS15924 (Completed)

When the Borusan Telekom (AS15924) and KoçNET (AS8386) bought by Vodafone Turkey, only the Option A NNI Inter-AS MPLS VPN implemented. With the higher requirements of the customers, old Koç.NET infrastructure is not enough and should be migrated to the AS15924 with Option C NNI. All the Koç.NET customers and internal systems’ migration has been completed successful.

Swapping the Juniper Routers to Cisco ASR1K (Completed)  
  
Vodafone had 47 Juniper Routers and one of the major project for 2017 is replacing them with Cisco ASR1K routers. Migration is completed.  
  
Migration of the DC Customers to another DC (completed)

Customers whose servers and firewalls are in Vodafone Esentepe DC (Cisco 2960, 3400 etc.), are migrating to Vodafone Esenyurt DC (Nexus 7K, 9K).

Migration and closing of the DC (Dedicated, completed)

Customers whose servers and firewalls are in Vodafone ODM DC (Cisco 2960, 3650), are migrating to Vodafone KKB DC (Cisco 3650 and Huawei S5328).

New Data Center Installation and Migration (Mar 2018 – Present)

New 3000 m2 Data Center installation project is started. After planning of the network systems about, we will start to migrate servers and firewalls. My team is responsible about the all network. We are managing the switches which are Arista.

Swapping and Upgrading to BIG IP F5 Load Balancers (completed)

Upgrading some of our F5 Load Balancers and swapping with new boxes with olds. Totally, there are 10 Load Balancers for swap and 8 Load Balancers for upgrading.

# PROFESSIONAL EDUCATION & CERTIFICATION

Educations

* Cisco ASR9K (2017)
* Cisco CCNP (2017)
* Cisco CCNA R&S (2016)
* Huawei HCNA (2017)
* Arista Routing & Switching (2018)
* F5 BIG-IP Administering v12 (2018)
* F5 BIG-IP Configuring LTM v12 (2018)
* Arista VXLAN, BGP E-VPN
* Scripting, Python
* OpenStack

Certification

* Cisco CCIE R&S (Written (Feb 2018) – Lab on going)
* Cisco CCNP R&S (February 2019 – April 2022)
* Cisco CCNA R&S (December 2017 – April 2022)

# LANGUAGES

* Turkish - Mother-Language
* English - Advanced