Francis Yemoh FREELANCE ENGINEER

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**Objective**

Looking for an opportunity in an environment where value can be added by utilising current skill set whilst acquiring new ones.

**Profile**

A highly focused and dynamic professional with 15+ years of extensive knowledge and experience in multiple sectors of the telecommunication industry who is able to adapt efficiently into mixed environments. A customer focused individual, specialising in operational support and has completed projects at all levels, working unsupervised or as part of a team. Is self-motivated and proactive to deliver the finest service. Has a proven track record for quality and in meeting tight deadlines.

**Key Skills Technical Skills**

Communication CCNA/CCNP Routing and Switching, N+

Customer facing/focused Certified Academy Instructor - Qualified to teach CCNA

Process driven Operational support following the ITIL framework

Reporting Project management

Troubleshooting Data, Security, Voice, Wifi

Documentation Cisco, Juniper, Palo Alto

Knowledge transfer Escalations

Pragmatism Consultation

Versatility Implementation

Available 24/7 Teamviewer, VNC

**Employment History**

**10/2018 to Present - Contract**

**Network Support Engineer - O2 Wifi**

* Working with the procurement team to deliver telecommunication infrastructure relating to O2 Wifi and maintain project targets according to the programme tracker
* Attending various sites to carry out passive wifi surveys for an ongoing project to upgrade existing infrastructure from legacy Cisco Aironet 1240 AP’s to Cisco AIR-CAP2600’s
* Part of the change control board giving technical input into future changes to O2Wifi’s core infrastructure including client network devices.
* Side projects included remedying ADSL connectivity issues affecting Radius authentication caused by aberrant core changes which involved liaising with relevant teams and carriers to verify changes.
* Reporting requirement for major client McDonalds to ascertain performance across the estate and providing recommendations on any changes/upgrades if required.
* Provide knowledge transfer to new NOC operations team of all technical requirements to support O2 Wifi infrastructure from 1st line all the way to 3rd line

**09/2017 to 10/2018 - Contract (11 months)**

**Principal Network Consultant - Gameyfi**

* Reporting to the CEO to design and deploy a network/security/voice requirement for this SMB including planning, management of budgets and costings, procurement and delivery
* In an agile environment using Jira project management software to track issues and manage projects. Working with a project manager to deliver this requirement
* WIFI/LAN/WAN site-survey, design and implementation including configuration
* Handover which included providing comprehensive support and training on VoIP & WIFI products as well as troubleshooting network problems
* Ensure all deployment and support requirements are met through IOS upgrades or configuration changes (VLAN, NAT Rules, IP subnet ranges DMVPN, ADSL, DNS, DHCP)

**10/2016 to 09/2017 - Freelance (11 months)**

**Technical Network Consultant - The London Studios at ITV**

* Assisting with deploying ITV’s ‘Content super highway’ ensuring current network infrastructure was adequate to support deployment and performing upgrades where required
* Updating legacy documentation and conducting user training for users within TLS to assist in orientation with regards to upgraded systems.
* Carrying out passive wifi surveys around the studios to ascertain acceptability for TLS and their clients including production teams and their clients for various high profile productions
* Assisting AV team in delivering a video PA over IPTV which was deployed inside lifts and other challenging areas within the building. This included procuring relevant fibre cables.
* Performing audits on existing cabling within the LAN infrastructure throughout the building including ordering new cable looming and various cable management solutions.

**10/2014 to 10/2016 - Contract (24 months)**

**Network Support Engineer - Telefonica**

* Located in the Telefonica head office in Slough, working with various teams including NOC, implementation team and the project team.
* BAU/Implementation/Project work/general troubleshooting across the O2wifi infrastructure keeping within SLA’s and following ITIL processes.
* Using incident management tools including ITSM to track incidents while keeping clients updated and any escalations highlighted to the relevant account manager.
* Clients in the banking, insurance, and large franchise business including Santander, McDonalds, HRG
* Role includes provisioning, troubleshooting 3rd level and BAU/project. Also provide operational support, including out of hours on-call 1 week in 4 out to support 24/7 customers
* Working with various network devices including Cisco 5508 Wireless Controllers managed by Cisco Prime and Cisco ASA firewalls.

**07/2012 to 10/2014 - Contract (26 months)**

**Technical Engineer - Accenture at ITV**

* Operational support including LAN, WAN, Wireless, Telephony and server environments for ITV’s 10,000+ users spanning over 30 sites and various datacentres.
* Coordinated the migration of Cisco call manager from version 4.1 to 9.1 and also with the consolidation of the core network/server environment into 2 datacentres.
* Managing the planning and delivery of the commission of new sites & decommissioning old sites including design, procurement and implementation/testing
* ITV’s wireless LAN environment with over 1000 Cisco Aironet lightweight AP’s managed using Cisco 5508 WLAN controllers and Cisco NCS prime
* Working with Palo Alto content based application firewalls 5050, Cisco Nexus 2k,5k,7k core switches, Cisco ASR routers, Cisco 6500’s, 4500X’s in VSS mode, 3750/3850’s

**05/2009 to 07/2012 - Permanent**

**Network Operations Engineer - Exponential-e**

* Situated in a Global NOC within a proactive ITIL process driven service provider environment delivering 24/7 support to SMEs from the finance, Legal and media sectors.
* Diagnose and troubleshoot issues on networks utilising technologies such as E-pipe, MPLS, VPLS, xDSL, Voice, E1, IPSEC VPN, Voice and various bespoke solutions
* Monitoring alarms and traps. Alerting customers and logging tickets ensuring case is managed till resolution while working within the agreed SLA’s.
* Performing maintenance upgrades on customer equipment including arranging downtime and carrying out the relevant checks ands tests before and after the procedure
* Compiling RFO reports for MSO’s by liaising with service partners and carriers to investigate and diagnose the cause then feeding back to affected customers and rest of business
* Working with equipment such as Adva Etherjack (Ethernet demarcation device), Alcatel core, Cisco/Juniper distribution/access, Cisco PIX/ASA, Netscreen firewalls.

**12/2008 to 05/2009 - Contract (6 months)**

**Technical Trainer - UXL**

* Came on-board to instruct and administer the CCNA academic course at UXL who provided government funded IT professional courses for the local community.
* Tasks included personal mentoring and managing student KPI’s and providing general maintenance to UXL’s IT and Networking infrastructure as BAU
* Developed lesson plans and designed and documented working Labs for students above the CCNA curriculum to give students a real life industry feel
* Significantly increased student intake by promoting course to local residents and industry peers

**07/2008 to 12/2008 - Contract (6 months)**

**Project Engineer/Consultant - NSC Global**

* Headed a project involving upgrading existing network infrastructure for NSC’s client Siemens with an up to date and scalable solution for their LAN/WAN
* Based at various client sites around the country. Working as part of a team, installing Cisco 1800 routers and Catalyst Express 500 switches.
* Project required Initial consultation on each site to determine their individual needs depending on set standard then configuring the devices with the correct IOS/Config
* Rolled out over 150 sites a month ahead of schedule saving time and costs. Other duties included BAU fault fixing for NSC’s clients which required travelling around Europe

**12/2006 to 07/2008 - Permanent (19 months)**

**Project Implementation Engineer - Vanco**

* Working for the major projects team to manage the deployment of a managed network solution for clients in multiple industries including banking, such as Somerfield, Hilton International, Lloyds TSB and British Airways.
* Solutions offered include site-to-site VPNs, MPLS, ADSL, SDSL, GPRS and Voice. Working with Routing protocols Including BGP, RIPv2, OSPF, EIGRP
* Coordinate and manage projects including liaising with PM’s and circuit providers to provision circuits and arrange field engineers to visit site to install network equipment.
* Performing network compliance audits on the existing state and compile reports highlighting potential issues and suggesting recommendations for improvements.
* Worked with Juniper Netscreen firewalls SSG20/SSG500. Cisco Routers 800/1800/2800. Core devices such as Cisco 3750/6500 + juniper M series.

**10/2005 to 12/2006 - Permanent (14 months)**

**Junior Field Engineer - Comms-Care**

* Home based field engineer, working on call on a shift basis. Customer facing role involves driving to various locations around the country and around Europe.
* Projects included staging, installing and deploying routers, switches and other network devices at client sites
* Working with remote engineers to ensure connectivity then arranging downtime with the customer migrate customers LAN onto the managed network and test for acceptability.
* Resolving faults at client locations. Liaise with remote engineer or vendor to troubleshoot fault and replace faulty kit if necessary.
* Surveying and documenting networks on Visio. Also conducting network audits.
* Worked for clients such as Thames Water, Cemex, Wincanton, Mitchel and Butler including remote sites, head offices and datacentres

**Education**

* 2002 - 2005 - City, University of London - BSc Economics Degree
* 2000 - 2002 - College of North East London - A levels in Chemistry and Pure Maths & Mechanics
* 1995 - 2000 - Barking Abbey School (10 GCSE’s)

**Additional Information**

* Full clean UK driving licence
* Has a certificate in first aid
* Bronze Medallion award in swimming/life saving
* Health and safety level 2

**Hobbies and Interests**

I enjoy many sports, especially football, athletics and swimming. My hobbies Include listening to music, dancing, reading and travel.