CURRICULUM VITAE

Tony McWilliams

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**PERSONAL PROFILE**

An experienced Technical Support Engineer with over 40 years experience in telecommunications.

Over 30 years experience working / supervising in a NOC / TAC environment providing Technical Support to Customer base, in-house staff, Distributors & Wholesalers.

Excellent Technical acumen, particularly in TCP/IP & VoIP.

Excellent communications skills at all levels and able to prioritise in stressful situations.

Able to think and act strategically as well as tactically.

I am a self driver and a team player.

Excellent planning and organisational skills

Seeking an opportunity working with an established and innovative organisation.

**EMPLOYMENT HISTORY**

**COMELIT**

**March 2009 – Present POSITION: Senior Technical Support Engineer**

Tasks I may be involved in on a daily basis include:

Working with customers/employees to identify system problems and advising on the solution.

Logging and keeping records of customer/employee queries.

Analysing call logs so you can spot common trends and underlying problems.

Updating self-help documents so customers/employees can try to fix problems themselves.

Working with field engineers to visit customers if the problem is more serious.

Testing and fixing faulty equipment.

Create site specific drawings

Conduct both customer and in house staff training

Provide after sales service both on and off site to customers when and if required

Assist in the appraisal of new equipment

Recommend/Suggest functions and facilities for new products

**SPEAKERBUS**

**Jun 2004 – Feb 2009 POSITION: Senior Systems Engineer**

Provision of pre and post sales technical support primarily for the security based market. Tasks included the system design, programming, commissioning and servicing of security intercom, access control and CCTV systems. Provision of telephone and onsite technical support and training to the customer base and agencies globally. Maintain the Speakerbus demonstration facilities to be available for the customer demo.

Assist in set-up at exhibitions and dealer events.

Successfully carried out the design, programming and commissioning of security intercom, access control and CCTV installation at St Pancras International Train Station. This involved designing interface drivers to work with third party equipment.

Other major projects included installing and commissioning similar systems for several Railway Control Centres around the UK.

**CISCO SYSTEMS**

**Nov 2000 – Jun 2004 POSITION: Customer Support Engineer**

Working in the Cisco Technical Assistance Centre supporting Cisco customers and partner base globally. Fault finding via telephone or remote connection direct to customer networks. Reproduction of complex customer faults in a lab environment to enable hands on fault finding or escalation to design team based in San Jose. Enhanced knowledge on Cisco routers & switches, TCP/IP, BGP, EIGRP, OSPF, RIP, ATM, Cellstream and Frame Relay.

**TIMEPLEX**

**Jul 1989 – Nov 2000 POSITION: Principal Network Support Engineer**

Working in the network operations centre carrying out fault, change, configuration and performance management on 32 global networks with over 250,000 devices. Creating and overseeing SLA’s within the NOC. Technical consultant on major customer accounts including Global Crossing, SG Warburg and Legal & General. Monthly production of reports on individual customer networks detailing network utilisation and significant events which resulted in recommendations to enhance network performance. Responsible for staff recruitment, training and appraisals. Provision of technical training to field and TAC engineers. Designed and managed shift and on call rosters.

**May 1987 – Jul 1989 POSITION: TAC Engineer**

Providing 3rd line escalation for field service and network support engineers on TDM, X25, SDH/PDH, ATM, digital and analogue voice, Frame Relay, Routing & switching, TCP/IP, Token Ring, Ethernet, IPX, FDDI, Bridging, SNMP, ISDN, HP Openview, Netcool and Remedy.

**NORTHERN TELECOM**

**Jan 1986 – May 1987 POSITION: Customer Support Engineer**

Worked on Northern Telecom’s in-house systems. Responsible for ensuring connectivity across Nortel’s in-house global network for Nortel staff. Working on Nortel SL10 (X25 switch) and Nortel SL1 (PBX switch)

**BRITISH TELECOM**

**Sept 1980 – Jan 1986 POSITION: Technical Officer**

Worked in exchange construction within the BT Tower.

One of four Technical Officers who brought the Paddington TXE4 exchange online in 1980. The switchover from Strouger to TXE4 had an 85% success rate, which at this time was commended by BT senior management for which I won an award.

**Sept 1978 – Sept 1980 POSITION: T2A**

Exchange construction in the BT Tower

**Sept 1975 – Sept 1978 POSITION: Trainee Technician Apprentice**

Completed BT apprenticeship which covered all aspects of telecommunications.

## SKILL SET AND CAREER TRAINING

2002 Cisco BSSC (Stratacom BPX)

2001 Cisco MACS (Stratacom MGX)

2000 Cisco MSSC (Stratacom IGX)

2000 Cisco CCNA

1999 Micromuse NetCool Omnibus

1999 Synchrony rel 4

1998 TCP/IP Principle

1997 ATM Principles

1997 Synchrony & SNMS

1995 Advanced X25 Principles

1987 – 1995 attended a number of Timeplex in-house courses including

IP, IPX, Bridging, RIP, OSPF, Frame Relay, PPP, LAPB, Link/2, LAN Principles, UNIX, Remedy, OpenView,

# EDUCATION AND QUALIFICATIONS

City and Guilds Full Certificate in Telecommunications.

‘O’ Levels Maths, Physics, Political Studies, Geography, English, History

CSE Computer Science

**INTERESTS**

Music, Formula1, Travel

**REFERENCES AVAILABLE ON REQUEST**